

FIG. 1

If you know
of a success
that you
think would
make a
great
story. . . tell
us about it
by filling in
as many
fields
beside as
you can.

HOW CAN WE CONTACT YOU?

YOUR FIRST NAME

TITLE

YOUR EMAIL ADDRESS

STREET ADDRESS

CITY

ZIP

YOUR LAST NAME

YOUR COMPANY

YOUR PHONE NUMBER COUNTRY PREFIX

STATE

COUNTRY

WHOM SHOULD BE CONTACT FOR DETAILS,
IF NOT YOU?

YOUR FIRST NAME

TITLE

YOUR EMAIL ADDRESS

STREET ADDRESS

CITY

ZIP

YOUR LAST NAME

YOUR COMPANY

YOUR PHONE NUMBER COUNTRY PREFIX

STATE

COUNTRY

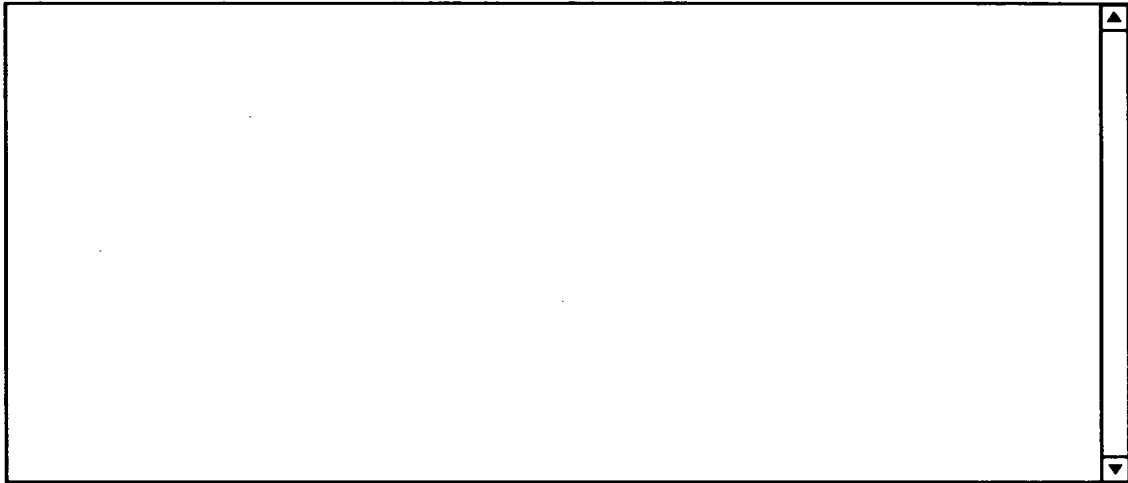
IS THERE ANYBODY ELSE WHO NEEDS TO GIVE
PERMISSION BEFORE WE PUBLISH THIS STORY?

CONTACT INFORMATION

FIG. 2A

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TELL US YOUR STORY; WHAT MAKES IT SO SPECIAL AND WHY WAS IT SO SUCCESSFUL?



TAKE AS MUCH ROOM AS YOU LIKE FOR YOUR STORY, FIELD WILL ADJUST

IS THERE A WEBSITE THAT WE CAN LEARN MORE FROM?



URL

WHAT INDUSTRY ARE YOU IN?

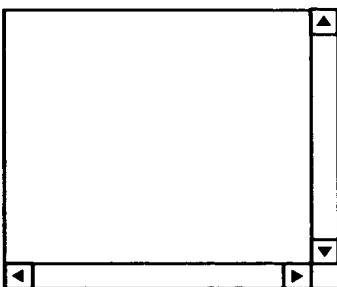


HOW BIG IS THE COMPANY?



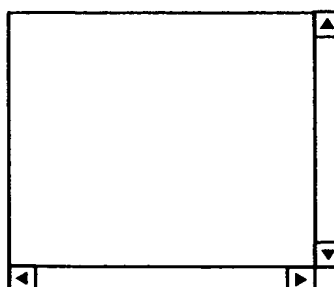
PLEASE TELL US ABOUT THE MAIN HARDWARE AND SOFTWARE USED ON THIS PROJECT

HARDWARE



USE ONE LINE FOR EACH ITEM

SOFTWARE

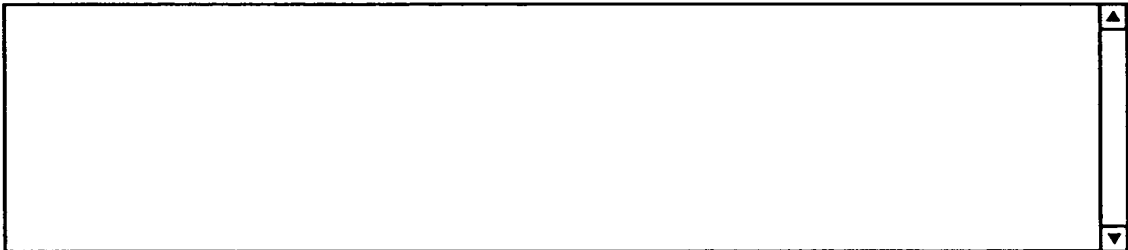


USE ONE LINE FOR EACH ITEM

FIG. 2B

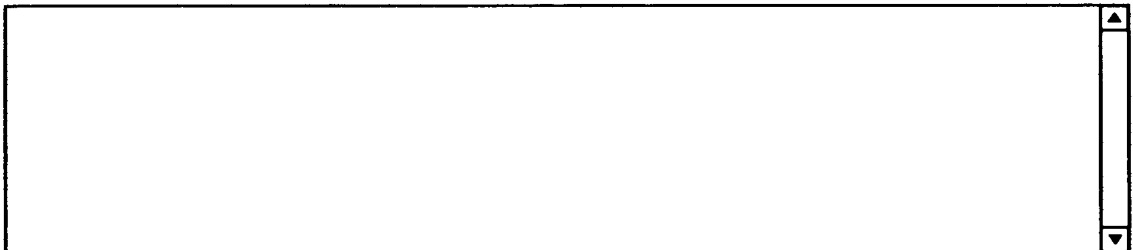
4/72

HOW DID THIS PRODUCT HELP YOU SUCCEED? (HIGHER
SALES, RELIABILITY...)



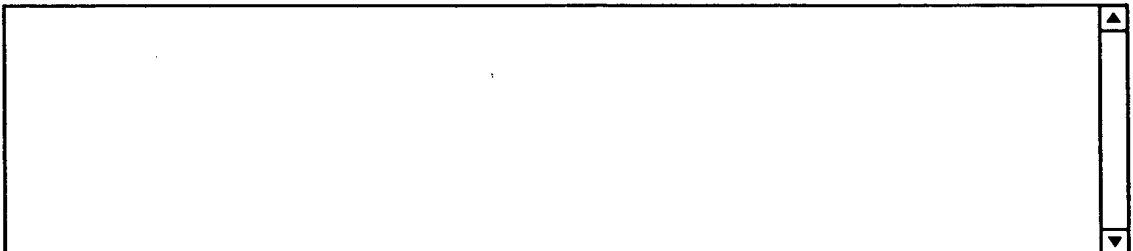
TAKE AS MUCH SPACE AS YOU NEED

ANY ADDITIONAL INFORMATION OR WEBSITES WE
SHOULD VISIT?



TAKE AS MUCH SPACE AS YOU NEED

HOW DID YOU HEAR ABOUT THIS PROJECT?



TAKE AS MUCH SPACE AS YOU NEED

SUBMIT THIS SUCCESS STORY

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FIG. 2C

CorporationPublicity, Advertising and Promotional Release

The Quantum Corporation ("Quantum") appreciates and values the opportunity to serve the business needs of you and your company (the "Customer"). The positive experiences customers like you have had using Quantum's products affords us an unique opportunity to promote our products and your company.

In consideration for the potential promotional benefits Customer may receive from such exposure, Customer hereby grants to Quantum, or anyone authorized by Quantum, the right to utilize in any and all manner and media now known or later devised, including without limitation web-based and print media, throughout the world in perpetuity, solely for the purposes of publicity, promotion, and advertising, all materials, including without limitation all printed materials, photographs, illustrations, animated depiction of software program(s), screen shots, and oral reports or interviews provided by Customer to Quantum for such purposes in general and more specifically in relation to the success story known as:

 (Ref. #)

 (Name of Success Story), (the" Materials").

Customer also grants to Quantum permission to use the Customer's Marks in any and all manner and media now known or later devised throughout the world in perpetuity, solely for publicity, promotion and advertising purposes. Customer's Marks shall mean Customer's company name, trademarks, logos, service names, software icon representations, and slogans as adopted by Customer from time to time and provided to Quantum as part of the Materials. Quantum shall use the Customer's Marks in accordance with Customer's policies on such use, as communicated in writing to Quantum from time to time.

If any of the Materials contain the name, likeness or picture, (including without limitation, photographs, film, video, or digital images), voice, quotations or testimonials, or biographical materials, of any of the Customer's officers, employees, agents, customers, or any other third party, customer represents and warrants that (i) Customer has sufficient rights to the materials to grant to Quantum the rights set forth in this release, and Quantum's exercise of such rights will not constitute an infringement of any intellectual property rights of any third party, and (ii) Customer has the full power to enter into this agreement, to carry out its obligations hereunder, and to grant the permissions granted to Quantum herein.

Customer expressly releases Quantum, its agents employees, licensees and assigns from and against any and all claims which Customer has or may have for invasion of privacy, defamation or any other cause of action arising out of production, distribution, broadcast or exhibition of the materials. Customer acknowledges that Quantum is under no obligation to exercise any of the rights granted hereunder.

The signature below acknowledges agreement with the grants and provisions in this document.

Signature: _____ Date: _____

Name/Title: _____

Company: _____

Address: _____

This document is also available as a pdf file which can be viewed using Adobe Acrobat Reader 2.1 or higher

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[Pending](#) [1. Rate the Submission](#) [2. Complete Info](#) [3. Write the Story](#) [4. WebData](#) [5. Copy Editing](#) [ViewReport](#) [Search](#)

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Pending Stories

1. Select the story that you wish to see by clicking its link - the story will appear in your browser window

UnRated Stories (3 stories listed):

Serial#	Name	Submission Date	URL
10281	No Story assigned (Demo)	14 Mar 1999	http://*nil*
10273	A.D. Microcircuit (Consultant) (QUANTUM)	11 Feb 1999	http://*nil*
10274	Joseph Wan, Consultant (QUANTUM)	11 Feb 1999	http://*nil*

64

Stories to Update (0 stories listed):

Serial#	Name	Expired On
---------	------	------------

66

Stories "in Process" (23 stories listed):

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FIG. 4A

FIG. 4B

Serial#	Name	Tickler Date	Status Bar Pages Completed
10146	Janet Lee - Ingram Micro (QUANTUM)	78	78
10147	KidzOnline (QUANTUM)	78	78
10148	Arrow Electronics (QUANTUM)	78	78
10253	Greyhound (QUANTUM)	78	78
10254	Internet Archive (QUANTUM)	78	78
10256	Origin Systems (QUANTUM)	78	78
10257	MeritCare (QUANTUM)	78	78
10258	Bruce Toback's Durable Drives (QUANTUM)	78	78
10260	Micro Technology Groupe (QUANTUM)	78	78
10261	Peripheral Parts Support (QUANTUM)	78	78
10262	Alan M. Gordon Consulting (QUANTUM)	78	78
10263	BCD Computers (QUANTUM)	78	78
10264	Elta Electronics (QUANTUM)	78	78
10268	Cabelas (QUANTUM)	78	78
10270	Linkow Computing (QUANTUM)	78	78
10271	ELTA Electronics (QUANTUM)	78	78
10272	Peter Plantec's Old Time Radio (QUANTUM)	78	78
10275	Hewlett-Packard (QUANTUM)	78	78
10276	Silicon Graphics (QUANTUM)	78	78
10277	A. D. Microcircuit Computer (QUANTUM)	78	78
10278	Digital Basics (QUANTUM)	78	78
10279	Aps Technologies (QUANTUM)	78	78
10280	Sound *Bytes (QUANTUM)	78	78

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90

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94 **Editor:** 96

Initial OK: ☒ Requested (1.3)
☒ Authorized (1.4)

94 **Copy Edit:** 98

☒ Requested (4.6)
☒ Spell Checked (5.1.1)
☒ Format Checked (5.1.2)

WebReady 100

☒ Authorized (5.2)
☐ Spiked (1.5)

106 **Writer:**

Data Complete: 102

Releases:

☒ Verbal (2.1.3)
☒ Emailed (2.3)
☒ Fax (3.1)
☒ Original (4.1)

☒ Story data (2.1.4)
☒ Quotes (2.1.5)
☒ Web Cont. (2.1.6)
☒ Pix (4.2.1)
☒ Audio (4.2.2)

Implemented: 104

☒ Data Verified (4.3)
☒ Headline (3.2.1)
☒ Capsule (3.2.2)
☒ Lead (3.3.4)
☒ Body (3.2.4)
☒ Quotes (3.3)
☒ Categorized (3.5)
☒ Web Info (4.3)
☒ Pix in DB (4.5.1)
☒ Audio in DB (4.5.2)

Full Data of Current Story

Serial # 10253
 Client: Quantum

Story Name: Greyhound

This page will show all the details of this record

Original Submission Data

SOURCE

Public

Lead Contact Info

Submitted by:

Customer Info:

FIRST NAME:
 LAST NAME:
 TITLE:
 COMPANY:
 EMAIL:
 PHONE:
 FAX:
 TAX EXEMPTION
 NUMBER

Bill
 Cattell
 Lead Network Analyst
 Greyhound Lines Inc.

FIRST NAME:
 LAST NAME:
 TITLE:
 COMPANY:
 EMAIL:
 PHONE:
 FAX:
 TAX EXEMPTION
 NUMBER

POSTAL ADDRESS

POSTAL ADDRESS

STREET ADDRESS:
 CITY:
 STATE:
 ZIP:
 COUNTRY:

P.O. Box 660362
 Dallas
 TX
 75266
 USA

STREET ADDRESS:
 CITY:
 STATE:
 ZIP:
 COUNTRY:

URL:

<http://www.greyhound.com>

Company Size:

5000+

Industry Field:

Miscellaneous

DOES ANYBODY NEED TO APPROVE THIS STORY FOR WEB USE? WHO?

DESCRIBE THE PROJECT:

Greyhound uses LANtegrity Network Recovery Software in conjunction with Quantum DLT tape drives to back up both internal network applications and customer services like the On-Line Reservation System.

WHY IS THIS A GOOD SUCCESS STORY?

Speed, Capacity, Reliability

ANYTHING MORE TO ADD?

HOW DID YOU HEAR ABOUT THIS PROJECT?

Entered by TEM 12/31/98

TELL US ABOUT THE HARDWARE AND SOFTWARE USED FOR THIS PROJECT

FIG. 5A

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	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; text-align: center;">SOFTWARE USED</td> <td style="width: 50%; text-align: center;">HARDWARE USED</td> </tr> <tr> <td>LANtegrity</td> <td>Compaq ProLiant 5000 servers Quantum DLT 4000 tape drives</td> </tr> </table> <p style="text-align: center;">Story Data</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: center;">PROJECT TITLE (VISIBLE ON THE WEB):</td> </tr> <tr> <td style="text-align: center;">Greyhound Network Backup</td> </tr> </table> <table style="width: 100%;"> <tr> <td style="width: 40%; vertical-align: top;"> PROJECT COMPANY: PROJECT COMPANY SIZE: PROJECT STATE: PROJECT COUNTRY: PROJECT CREATOR: </td> <td style="width: 60%; border: 1px solid black; padding: 2px;"> <table style="width: 100%;"> <tr><td>Greyhound Lines, Inc.</td></tr> <tr><td>5000+</td></tr> <tr><td>TX (Texas)</td></tr> <tr><td>U.S.A.</td></tr> <tr><td>Bill Cattell</td></tr> </table> </td> </tr> </table> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: center;">STORY HEADLINE(VISIBLE ON THE WEB):</td> </tr> <tr> <td>That's the Ticket!</td> </tr> </table> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: center;">STORY CAPSULE (VISIBLE ON THE WEB):</td> </tr> <tr> <td>Coast to coast, Greyhound riders know they can expect reliable, timely transportation. A Quantum DLTape™ systems help keep the bus line On Line.</td> </tr> </table> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: center;">STORY LEAD (VISIBLE ON THE WEB):</td> </tr> <tr> <td>It happens thousands of times a day -- all over the US. A traveler steps up to a Greyhound ticket counter and within a few seconds is all ready for a trip -- across the state or across country. Behind that efficient service is an array of efficient computer systems. And behind those computer systems, you'll find Quantum.</td> </tr> </table> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: center;">STORY BODY (VISIBLE ON THE WEB):</td> </tr> <tr> <td> <p>Greyhound Lines depends on an elaborate network of computers to keep the buses rolling on time. Ticket counters are linked into a system-wide passenger reservation system making possible fast, efficient service for even the most complicated route. From timetables to transfers, the Greyhound system keeps you moving and gets you where you need to be -- without hassle.</p> <p>Greyhound's office functions are just as efficient. The company headquarters complex in Dallas is linked by an effective Corporate Communications Network. And Dallas, in turn is connected to numerous other offices across North America through a Wide Area Network.</p> <p>But what happens if there's a system crash? Does everything grind to a halt?</p> <p>Not a chance. Greyhound's computer operations are backed up by a reliable Quantum DLTape™ system.</p> <p>Bill Cattell, Greyhound's network administrator, was responsible for choosing Quantum, replacing an outmoded 4mm tape backup system back in 1996. "The 4mm backup units we were using were unreliable," Bill explains. "We had backup failures and just too many midnight calls."</p> <p>The replacement system needed to be fast, efficient and above all dependable. 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FIG. 5B

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problems we face in backup are based on the fact that we have so many servers to back up and such a small window of time to get the work done," notes Bill. "We don't run any backups during the day -- they have to be run between 10pm and 6am the next day. We run incremental backups every night and full backups over the weekend. Each server has about 40 gigabytes of storage, so we have a heavy backup workload."

Using the old 4mm system meant a lot of hands-on supervision, and there were too many system failures. "We were pushing the 4mm technology too hard," admits Bill, "and it couldn't take it."

But not so with the Quantum DLTtape™ units. "With DLTtape™ autoloader backup," says Bill, "it's an entirely lights-out, hands-off operation. DLTtape™ technology can handle the workload -- the benefits are speed, capacity, and reliability."

Speed, capacity, and reliability -- qualities you look for in selecting transportation. That's why millions of Americans "leave the driving to Greyhound."

And that's why Greyhound leaves the backup to Quantum!

QUOTES (VISIBLE ON THE WEB):

"The special problems we face in backup are based on the fact that we have so many servers to back up and such a small window of time to get the work done. We don't run any backups during the day -- they have to be run between 10pm and 6am the next day. We run incremental backups every night and full backups over the weekend. Each server has about 40 gigabytes of storage, so we have a heavy backup workload."

"That was one of the problems with the 4mm approach -- there was just too much hands-on required. We were pushing the 4mm technology too hard and it couldn't take it."

"With DLT autoloader backup, it's an entirely lights-out, hands-off operation. DLT technology can handle the workload -- the benefits are speed, capacity, and reliability."

--Bill Cattell
Lead network Analyst, Greyhound Lines Inc.

KEYWORDS

Networking

MARKETS

Quantum Market

HARDWARE TOOLS

Compaq ProLiant 5000 server
Quantum DLT 7000

SOFTWARE TOOLS

LANtegrity

CONTACT DATA THAT WILL APPEAR ON THE WEB:

FIRST NAME: Bill
LAST NAME: Cattell
TITLE: Lead Network Analyst
COMPANY: Greyhound Lines Inc.

POSTAL ADDRESS: P.O. Box 660362

CITY: Dallas

STATE: TX

ZIP: 75266

COUNTRY: USA

TEL:
FAX:

EMAIL:
URL: <http://www.greyhound.com>

FAQ

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FIG. 5C

92

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110

<p>Editor:</p> <p>Initial OK:</p> <p><input checked="" type="checkbox"/> Requested (1.3)</p> <p><input checked="" type="checkbox"/> Authorized (1.4)</p> <p>Copy Edit:</p> <p><input checked="" type="checkbox"/> Requested (4.6)</p> <p><input checked="" type="checkbox"/> Spell Checked (5.1.1)</p> <p><input checked="" type="checkbox"/> Format Checked (5.1.2)</p> <p>WebReady</p> <p><input checked="" type="checkbox"/> Authorized (5.2)</p> <p><input type="checkbox"/> Spiked (1.5)</p> <p>Writer:</p> <p>Data Complete:</p> <p>Releases:</p> <p><input checked="" type="checkbox"/> Verbal (2.1.3)</p> <p><input checked="" type="checkbox"/> Emailed (2.3)</p> <p><input checked="" type="checkbox"/> Fax (3.1)</p> <p><input checked="" type="checkbox"/> Original (4.1)</p> <p><input checked="" type="checkbox"/> Story data (2.1.4)</p> <p><input checked="" type="checkbox"/> Quotes (2.1.5)</p> <p><input checked="" type="checkbox"/> Web Cont. (2.1.6)</p> <p><input checked="" type="checkbox"/> Pix (4.2.1)</p> <p><input checked="" type="checkbox"/> Audio (4.2.2)</p> <p>Implemented:</p> <p><input checked="" type="checkbox"/> Data Verified (4.3)</p> <p><input checked="" type="checkbox"/> Headline (3.2.1)</p> <p><input checked="" type="checkbox"/> Capsule (3.2.2)</p> <p><input checked="" type="checkbox"/> Lead (3.3.4)</p> <p><input checked="" type="checkbox"/> Body (3.2.4)</p> <p><input checked="" type="checkbox"/> Quotes (3.3)</p> <p><input checked="" type="checkbox"/> Categorized (3.5)</p> <p><input checked="" type="checkbox"/> Web Info (4.3)</p> <p><input checked="" type="checkbox"/> Pix in DB (4.5.1)</p> <p><input checked="" type="checkbox"/> Audio in DB (4.5.2)</p>	<h2 style="text-align: center;">1. Rate of Submission</h2> <p>Serial # 10253 Story Name: Greyhound</p> <p>Client: Quantum</p> <p>1.1 <input checked="" type="checkbox"/> Assign a name to the story in the "Story Name" box</p> <p>1.2 <input checked="" type="checkbox"/> Rate the Submission:</p> <ol style="list-style-type: none"> 1. Fill in the appropriate checkbox 2. Make notes of your reasoning in the Notes box <p>1.3 <input checked="" type="checkbox"/> Email your Editor:</p> <ol style="list-style-type: none"> 1. Use the "Save" button to store your settings in the database 2. Use this link to Email your Editor 3. Include Story's Title and Reference Number, and reasons for rating 4. Editor will respond with approval or will spike the story. Await authorization from your Editor before continuing. <p>1.4 <input checked="" type="checkbox"/> Editor only: Authorize this story</p> <p>1.5 <input type="checkbox"/> Editor only: Spike story <input type="text"/> Now (Server Time Zone MmmYYYY)</p> <p style="text-align: center;"> <input type="button" value="Save"/> <input type="button" value="Cancel"/> <input type="button" value="Save & Next"/> <input type="button" value="Save & Pending"/> </p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%; text-align: center; vertical-align: top;">SOURCE</td> <td style="width: 70%; text-align: center; vertical-align: top;">PUBLIC</td> </tr> <tr> <td colspan="2" style="text-align: center;">LEAD CONTACT INFO</td> </tr> <tr> <td style="text-align: center;">SUBMITTED BY:</td> <td style="text-align: center;">CUSTOMER INFO:</td> </tr> <tr> <td style="vertical-align: top;"> <p>FIRST NAME:</p> <p>LAST NAME:</p> <p>TITLE:</p> <p>COMPANY:</p> <p>EMAIL:</p> <p>PHONE:</p> <p>FAX:</p> <p>TAX EXEMPTION NUMBER</p> <p>POSTAL ADDRESS</p> <p>STREET ADDRESS:</p> <p>CITY:</p> <p>STATE:</p> <p>ZIP:</p> <p>COUNTRY:</p> </td> <td style="vertical-align: top;"> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td>Bill</td></tr> <tr><td>Cattell</td></tr> <tr><td>Lead Network Analyst</td></tr> <tr><td>Greyhound Lines Inc.</td></tr> </table> <p>FIRST NAME:</p> <p>LAST NAME:</p> <p>TITLE:</p> <p>COMPANY:</p> <p>EMAIL:</p> <p>PHONE:</p> <p>FAX:</p> <p>TAX EXEMPTION NUMBER</p> <p>POSTAL ADDRESS</p> <p>STREET ADDRESS:</p> <p>CITY:</p> <p>STATE:</p> <p>ZIP:</p> <p>COUNTRY:</p> </td> </tr> <tr> <td style="vertical-align: top;"> <p>URL:</p> <p>COMPANY SIZE:</p> <p>INDUSTRY FIELD:</p> </td> <td style="vertical-align: top;"> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td>http://www.greyhound.com</td></tr> <tr><td>5000+</td></tr> <tr><td>Miscellaneous</td></tr> </table> </td> </tr> </table> <p style="text-align: center; border: 1px solid black; padding: 5px;">DOES ANYBODY NEED TO APPROVE THIS STORY FOR WEB USE? WHO?</p> <p style="text-align: center; border: 1px solid black; padding: 5px;">DESCRIBE THE PROJECT:</p>	SOURCE	PUBLIC	LEAD CONTACT INFO		SUBMITTED BY:	CUSTOMER INFO:	<p>FIRST NAME:</p> <p>LAST NAME:</p> <p>TITLE:</p> <p>COMPANY:</p> <p>EMAIL:</p> <p>PHONE:</p> <p>FAX:</p> <p>TAX EXEMPTION NUMBER</p> <p>POSTAL ADDRESS</p> <p>STREET ADDRESS:</p> <p>CITY:</p> <p>STATE:</p> <p>ZIP:</p> <p>COUNTRY:</p>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td>Bill</td></tr> <tr><td>Cattell</td></tr> <tr><td>Lead Network Analyst</td></tr> <tr><td>Greyhound Lines Inc.</td></tr> </table> <p>FIRST NAME:</p> <p>LAST NAME:</p> <p>TITLE:</p> <p>COMPANY:</p> <p>EMAIL:</p> <p>PHONE:</p> <p>FAX:</p> <p>TAX EXEMPTION NUMBER</p> <p>POSTAL ADDRESS</p> <p>STREET ADDRESS:</p> <p>CITY:</p> <p>STATE:</p> <p>ZIP:</p> <p>COUNTRY:</p>	Bill	Cattell	Lead Network Analyst	Greyhound Lines Inc.	<p>URL:</p> <p>COMPANY SIZE:</p> <p>INDUSTRY FIELD:</p>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td>http://www.greyhound.com</td></tr> <tr><td>5000+</td></tr> <tr><td>Miscellaneous</td></tr> </table>	http://www.greyhound.com	5000+	Miscellaneous
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http://www.greyhound.com																		
5000+																		
Miscellaneous																		

FIG. 6A

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	Greyhound uses LANtegrity Network Recovery Software in conjunction with Quantum DLT tape drives to back up both internal network applications and customer services like the On-Line Reservation System.
	WHY IS THIS A GOOD SUCCESS STORY?
	Speed, Capacity, Reliability
	ANYTHING MORE TO ADD?
	HOW DID YOU HEAR ABOUT THIS PROJECT?
	Entered by TEM 12/31/98
	TELL US ABOUT THE HARDWARE AND SOFTWARE USED FOR THIS PROJECT
	SOFTWARE USED LANtegrity
	HARDWARE USED Compaq ProLiant 5000 server Quantum DLT 4000 tape drives
	Use this link to provide feedback to your Editor for this company's stories
FAQ	
Copyright 1998. The Cybercasters (America) Corp. All rights reserved	
<input type="button" value="Save"/> <input type="button" value="Cancel"/> <input type="button" value="Save & Next"/> <input type="button" value="Save & Pending"/>	

FIG. 6B

92

120

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Editor:**Initial OK:**

- ☒ Requested (1.3)
☒ Authorized (1.4)

Copy Edit:

- ☒ Requested (4.6)
☒ Spell Checked (5.1.1)
☒ Format Checked (5.1.2)

WebReady

- ☒ Authorized (5.2)
☐ Spiked (1.5)

Writer:

Data Complete:**Releases:**

- ☒ Verbal (2.1.3)
☒ Emailed (2.3)
☒ Fax (3.1)
☒ Original (4.1)

- ☒ Story data (2.1.4)
☒ Quotes (2.1.5)
☒ Web Cont. (2.1.6)
☒ Pix (4.2.1)
☒ Audio (4.2.2)

Implemented:

- ☒ Data Verified (4.3)
☒ Headline (3.2.1)
☒ Capsule (3.2.2)
☒ Lead (3.3.4)
☒ Body (3.2.4)
☒ Quotes (3.3)
☒ Categorized (3.5)
☒ Web Info (4.3)
☒ Pix in DB (4.5.1)
☒ Audio in DB (4.5.2)

2. Complete Info Required to Write this story

Serial # 10253 **Story Name:** Greyhound

Client: Quantum**2.1 Contact the subject party of the Success Story.** During the phone call:

1. ☒ Confirm accuracy of the submitted information (visible by clicking the "View Record" link on the menu bar) and obtain any information to confirm that the story is what we think it is.
2. ☒ Obtain Verbal Consent for use of story - do not proceed further until verbal consent has been received. Also confirm that a person with some authority will eventually sign the release form; there is no point in doing anything more without this verbal okay.
3. ☒ Enter the name, title and contact info of the person providing verbal consent in "Ongoing contacts for Success Stories" box.
4. ☒ Obtain any additional information required to complete the story in the blank fields on this page.
5. ☒ Obtain raw quotes necessary to do the story, plus extra quotes if possible.
6. ☒ Get the data for the person whose name should appear on the web as contact person.
7. ☒ Have them download and print the legal release form. They (or whoever has authority to sign the release) should fill it out and fax it to us, then send us the original. Double check your notes and the original submission to ensure that they have indeed got the power to sign.

The release may not be modified by anybody under any circumstances.

YOU ARE NOT AUTHORIZED TO MAKE, ACCEPT OR ALLOW CHANGES OF ANY TYPE TO THE RELEASE TEXT. The office of The Cybercasters (America) Corp are the only persons authorized to accept an additional letter that allows any variation from the conditions of the standard release; please contact them if any issues should arise.

8. ☒ Arrange for them to send us pix/audio/video as appropriate; as they may be technical, please check with your editor if you have the slightest doubt about what to arrange. Make a note in the "Notes & Queries" box listing what we are supposed to be receiving.

2.2 ☒ **Note the date/time, name and details** of what they said about the release in the "Notes" box - it is important to document the verbal release properly.**2.3** ☒ **Email the person** (using the model included in the FAQ) who has given the verbal release, thanking them for their time, their verbal release and willingness to participate in the project. Also quickly confirm the important facts that they gave us, so as to ensure that everything has been correctly understood.

Save

Cancel

Save & Next

Save & Pending

Project Data to Appear on the Web:

Creator of Customer's Project:

Bill Cattell

Customer's Company Name:

Greyhound Lines, Inc.

FIG. 7A

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	Customer's Company Size:	5000+	▼	
	State where Project is located:	TX (Texas)	▼	
	Country where Project is located:	USA	▼	
	PROJECT QUOTES (RAW QUOTES PROVIDED BY SUCCESSFUL CUSTOMER)			
	The special problems we face in backup are based on the fact that we need many servers to back up and such a small window of time to get the work done," notes Bill. "We don't run any backups during the day -- they have to be			
	CONTACT DATA THAT WILL APPEAR ON THE WEB:			
	First Name:	Bill	Postal Address:	P.O. Box 660362
	Last Name:	Cattell		
	Title:	Lead Network Analyst	City:	Dallas
	Company:	Greyhound Lines Inc.	State:	TX
		Zip:	75266	
		Country:	USA	
Tel:		Email:		
Fax:		URL:	http://www.greyhound.com	
Use this link to provide feedback to your Editor for this company's stories				
FAQ				
Copyright 1998 The Cybercasters (America) Corp. All rights Reserved				
<input type="button" value="Save"/> <input type="button" value="Cancel"/> <input type="button" value="Save & Next"/> <input type="button" value="Save & Pending"/>				

FIG. 7B

15/72
130

92

Editor:

Initial OK:

☒ Requested (1.3)

☒ Authorized (1.4)

Copy Edit:

☒ Requested (4.6)

☒ Spell Checked (5.1.1)

☒ Format Checked (5.1.2)

WebReady

☒ Authorized (5.2)

☐ Spiked (1.5)

Writer:

Data Complete:

Releases:

☒ Verbal (2.1.3)

☒ Emailed (2.3)

☒ Fax (3.1)

☒ Original (4.1)

☒ Story data (2.1.4)

☒ Quotes (2.1.5)

☒ Web Cont. (2.1.6)

☒ Pix (4.2.1)

☒ Audio (4.2.2)

Implemented:

☒ Data Verified (4.3)

☒ Headline (3.2.1)

☒ Capsule (3.2.2)

☒ Lead (3.3.4)

☒ Body (3.2.4)

☒ Quotes (3.3)

☒ Categorized (3.5)

☒ Web Info (4.3)

☒ Pix in DB (4.5.1)

☒ Audio in DB (4.5.2)

3. Write the Story

Serial # 10253 **Story Name:** Greyhound

Client: Quantum

3.1 ☒ Confirm the **fax release** has arrived (or the original hardcopy.) don't do work on this story until the release is in our hands.

3.2 Write the story - use the following fields:

1. ☒ Headline
2. ☒ Capsule Summary (ie. one line description)
3. ☒ Lead (ie. the first paragraph of the story)
4. ☒ Story Body (ie. second paragraph till end of story).

3.3 ☒ Spellcheck all the text in the record.

3.4 ☒ Assign the appropriate keyword/s, Market Segments, company size, etc. to record. Avoid using more than 5 key-words per story.

3.5 ☒ Do whatever is still required to obtain the final release form.

3.6 ☐ Follow up on any images, audio and/or video that were supposed to be used

3.7 Follow up on the **media** that you've arranged for this story (see 2.1.8)

134

PROJECT TITLE (VISIBLE ON THE WEB):

Greyhound Network Backup

STORY HEADLINE (VISIBLE ON THE WEB):

That's The Ticket!

STORY CAPSULE (VISIBLE ON THE WEB):

Coast to coast, Greyhound riders know they can expect reliable, timely transportation. And Quantum DLTtape

STORY LEAD (VISIBLE ON THE WEB):

It happens thousands of times a day -- all over the US. A traveler steps up to a Greyhound ticket counter and within a few seconds is all ready for a trip across the state or across the country. Behind those computer systems, you'll . . .

STORY BODY (VISIBLE ON THE WEB):

Greyhound Lines depends on an elaborate network of computers to keep rolling on time. Ticket counters are linked into a system-wide passenger reservation system making possible fast, efficient service for even the most complicated route. From timetables to transfers, the Greyhound system keeps moving and gets you where you need to be -- without hassle.

Greyhound's office functions are just as efficient. the company headquarters complex in Dallas is linked by an effective Corporate Communications network. Dallas, in turn, is connected to numerous other offices across North America through a Wide Area Network.

PROJECT QUOTES (RAW QUOTES PROVIDED BY SUCCESSFUL CUSTOMER)

FIG. 8A

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"The special problems we face in backup are based on the fact that we use servers to back up and such a small window of time to get the work done," says Bill. "We don't run any backups during the day -- they have to be run between 10pm and 6am the next day. We run incremental backups every night and full

QUOTES (VISIBLE ON THE WEB)

"The special problems we face in backup are based on the fact that we have servers to back up and such a small window of time to get the work done. We don't run any backups during the day -- they have to be run between 10pm and 2am the next day. We run incremental backups every night and full backups over the weekend. Each server has about 40 gigabytes of storage, so we have a heavy backup.

"That was one of the problems with the 4 mm approach -- there was just too much hands on required. We were pushing the 4 mm technology too hard and it showed it."

"With DLT autoloader backup, it's an entirely lights-out, hands-off . . .

KEYWORD

SELECTED KEYWORD

Art
Banking and Finance
Broadcasting
Education
Engineering
Entertainment
Film Production
Fitness

Add

Remove

Networking

Add/Edit Keyword

MARKET

SELECTED MARKET

Quantum Market

Add

Remove

Quantum Market

Add/Edit Market

Use this link to [provide feedback to your Editor](#) for this company's story

FAQ

Copyright 1998 The Cybercasters (America) Corp. All Rights Reserved

Save

Cancel

Save & Next

Save & Pending

FIG. 8B

92

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140

<p style="text-align: center;">Editor:</p> <p>Initial OK:</p> <p><input checked="" type="checkbox"/> Requested (1.3)</p> <p><input checked="" type="checkbox"/> Authorized (1.4)</p> <p>Copy Edit:</p> <p><input checked="" type="checkbox"/> Requested (4.6)</p> <p><input checked="" type="checkbox"/> Spell Checked (5.1.1)</p> <p><input checked="" type="checkbox"/> Format Checked (5.1.2)</p> <p>WebReady</p> <p><input checked="" type="checkbox"/> Authorized (5.2)</p> <p><input type="checkbox"/> Spiked (1.5)</p> <p style="text-align: center;">Writer:</p> <p>Data Complete:</p> <p>Releases:</p> <p><input checked="" type="checkbox"/> Verbal (2.1.3)</p> <p><input checked="" type="checkbox"/> Emailed (2.3)</p> <p><input checked="" type="checkbox"/> Fax (3.1)</p> <p><input checked="" type="checkbox"/> Original (4.1)</p> <p><input checked="" type="checkbox"/> Story data (2.1.4)</p> <p><input checked="" type="checkbox"/> Quotes (2.1.5)</p> <p><input checked="" type="checkbox"/> Web Cont. 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FIG. 9A

18/72

	<div>Alpha ▾</div>	<div>▾</div>
	<div>Add/Edit Hardware Product</div>	<div>Add/Edit Manufacturer</div>
	<div>This area to allow insertion of filenames for images, audio and video (as appropriate)</div>	
	<div>Use this link to provide feedback to your Editor for this company's stories</div>	
	<div>FAQ</div>	
	<div>Copyright 1998. The Cybercasters (America) Corp. All rights reserved</div>	
	<div>Save</div>	<div>Cancel</div>
	<div>Save & Next</div>	<div>Save & Pending</div>

FIG. 9B

19/72

150

92

Editor:**Initial OK:**

- ☒ Requested (1.3)
☒ Authorized (1.4)

Copy Edit:

- ☒ Requested (4.6)
☒ Spell Checked (5.1.1)
☒ Format Checked (5.1.2)

WebReady

- ☒ Authorized (5.2)
☐ Spiked (1.5)

Writer:**Data Complete:****Releases:**

- ☒ Verbal (2.1.3)
☒ Emailed (2.3)
☒ Fax (3.1)
☒ Original (4.1)

- ☒ Story data (2.1.4)
☒ Quotes (2.1.5)
☒ Web Cont. (2.1.6)
☒ Pix (4.2.1)
☒ Audio (4.2.2)

Implemented:

- ☒ Data Verified (4.3)
☒ Headline (3.2.1)
☒ Capsule (3.2.2)
☒ Lead (3.3.4)
☒ Body (3.2.4)
☒ Quotes (3.3)
☒ Categorized (3.5)
☒ Web Info (4.3)
☒ Pix in DB (4.5.1)
☒ Audio in DB (4.5.2)

5. Copy Editing (Editor Use Only)**Serial**

10253

Story**Name:** Greyhound**Client:** Quantum

5.1 Editor's CopyEdit - **Check everything** and confirm that the story is ready to publish.

1. ☒ Spellcheck everything
 2. ☒ Check for format errors, duplicate spaces, excess carriage returns, etc.

5.2 ☒ Editor - activate **WebReady** status

5.3 ☐ Editor - set **Online Date**

Now or **Offline** (Server Time Zone DD Mmm YYYY)

5.4 Editor - set story as **Featured Story** if required

From: (Server Time Zone DD MmmYYYY)

To: (Server Time Zone DD MmmYYYY)

Save

Cancel

Save & Next

Save & Pending

152

This area to sub used to display all the fields that will be displayed over the Web to all one final copy edit of the web visible materials

COMPANY

Greyhound Lines, Inc

PROJECT NAME

Greyhound Network Backup

TITLE

That's the Ticket!

DESCRIPTION

Coast to coast, Greyhound riders know they can expect reliable, timely transportation. And Quantum DLTtape™ systems help keep the bus line On Line.

LEAD

It happens thousands of times a day -- all over the US. A traveler steps up to a Greyhound ticket counter and within a few seconds is all ready for a trip -- across the state or across country. Behind that efficient service is an array of efficient computer systems. And behind those computer systems, you'll find Quantum.

BODY

Greyhound Lines depends on an elaborate network of computers to keep the buses rolling on time. Ticket counters are linked into a system-wide passenger reservation system making possible fast, efficient service for even the most complicated route. From timetables to transfers, the Greyhound system keeps you moving and gets you where you need to be -- without hassle.

Greyhound's office functions are just as efficient. The company headquarters complex in Dallas is linked by an effective Corporate Communications Network. And Dallas, in turn is connected to numerous other offices across North America through a Wide Area Network.

But what happens if there's a system crash? Does everything grind to a halt?

Not a chance. Greyhound's computer operations are backed up by a reliable Quantum DLTtape™ system.

Bill Cattell, Greyhound's network administrator, was

QUOTES

*The special problems we face in backup are based on the fact that we have so many servers to back up and such a

FIG. 10A

20/72

	<p>fact that we have so many servers to back up and such a small window of time to get the work done. We don't run any backups during the day -- they have to be run between 10pm and 2am the next day. We run incremental backups every night and full backups over the weekend. Each server has about 40 gigabytes of storage, so we have a heavy backup workload.</p> <p>"That was one of the problems with the 4 mm approach -- there was just too much hands-on required. We were pushing the 4 mm technology too hard and it couldn't take it."</p>																
	HARDWARE AND OS SOFTWARE USED																
	<table border="1"><thead><tr><th colspan="2">HARDWARE</th></tr></thead><tbody><tr><td>ADIC Scalar 458 Library</td><td rowspan="8"><div>▲</div><div>Add</div><div>Remove</div><div>▼</div></td></tr><tr><td>ADIC Scalar DLT Libraries</td></tr><tr><td>AMD166 Processor</td></tr><tr><td>AMD486 Processor</td></tr><tr><td>AMDP - 100 Processor</td></tr><tr><td>ATL Library</td></tr><tr><td>Adaptec AAA133 RAID controller</td></tr><tr><td>Alpha</td></tr></tbody></table>	HARDWARE		ADIC Scalar 458 Library	<div>▲</div> <div>Add</div> <div>Remove</div> <div>▼</div>	ADIC Scalar DLT Libraries	AMD166 Processor	AMD486 Processor	AMDP - 100 Processor	ATL Library	Adaptec AAA133 RAID controller	Alpha	<table border="1"><thead><tr><th colspan="2">SELECTED HARDWARE</th></tr></thead><tbody><tr><td>Compaq Proliant 5000 server</td><td rowspan="2"><div>▲</div><div>▼</div></td></tr><tr><td>Quantum DLT 7000</td></tr></tbody></table>	SELECTED HARDWARE		Compaq Proliant 5000 server	<div>▲</div> <div>▼</div>
HARDWARE																	
ADIC Scalar 458 Library	<div>▲</div> <div>Add</div> <div>Remove</div> <div>▼</div>																
ADIC Scalar DLT Libraries																	
AMD166 Processor																	
AMD486 Processor																	
AMDP - 100 Processor																	
ATL Library																	
Adaptec AAA133 RAID controller																	
Alpha																	
SELECTED HARDWARE																	
Compaq Proliant 5000 server	<div>▲</div> <div>▼</div>																
Quantum DLT 7000																	
SOFTWARE USED																	
<table border="1"><thead><tr><th colspan="2">SOFTWARE</th></tr></thead><tbody><tr><td>3DNation</td><td rowspan="8"><div>▲</div><div>Add</div><div>Remove</div><div>▼</div></td></tr><tr><td>ACT!</td></tr><tr><td>Adobe Photoshop</td></tr><tr><td>Adobe Premiere</td></tr><tr><td>After Effects</td></tr><tr><td>AfterImage</td></tr><tr><td>Apache</td></tr><tr><td>AppleShare</td></tr></tbody></table>	SOFTWARE		3DNation	<div>▲</div> <div>Add</div> <div>Remove</div> <div>▼</div>	ACT!	Adobe Photoshop	Adobe Premiere	After Effects	AfterImage	Apache	AppleShare	<table border="1"><thead><tr><th colspan="2">SOFTWARE (VISIBLE ON THE WEB)</th></tr></thead><tbody><tr><td>LANtegrity</td><td rowspan="2"><div>▲</div><div>▼</div></td></tr><tr><td></td></tr></tbody></table>	SOFTWARE (VISIBLE ON THE WEB)		LANtegrity	<div>▲</div> <div>▼</div>	
SOFTWARE																	
3DNation	<div>▲</div> <div>Add</div> <div>Remove</div> <div>▼</div>																
ACT!																	
Adobe Photoshop																	
Adobe Premiere																	
After Effects																	
AfterImage																	
Apache																	
AppleShare																	
SOFTWARE (VISIBLE ON THE WEB)																	
LANtegrity	<div>▲</div> <div>▼</div>																

FIG. 10B

21/72

Contact Information	
CONTACT PERSON	Bill
	Cattell
TITLE OF CONTACT PERSON	Lead Network Analyst
CONTACT COMPANY NAME	Greyhound Lines
CONTACT COMPANY COUNTRY	USA
WEBSITE	http://www.greyhound
CONTACT TEL.	
CONTACT E-MAIL	
CONTACT FAX	
POSTAL ADDRESS	P.O. Box 6660362
CONTACT CITY	Dallas
CONTACT STATE	TX
CONTACT ZIP	75266
CONTACT COUNTRY	USA

Project Description	
COMPANY NAME	Greyhound Lines, Inc
PROJECT AUTHOR	Bill Cattell
PROJECT NAME	
COMPANY SIZE	5000+
STATE	TX (Texas)
COUNTRY	USA

CATEGORY	
MARKET	SELECTED MARKET
Quantum Market	Add
	Remove
	Quantum Market

KEYWORDS

FIG. 10C

22/72

KEYWORD		SELECTED KEYWORD
Art	<u>Add</u> <u>Remove</u>	Networking
Banking and Finance		
Broadcasting		
Education		
Engineering		
Entertainment		
Film Production		
Fitness		

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FIG. 10D

23/72

Search Page	
<p>1. Fill in the form below to search for stories that fulfill the criteria that you want to find. Wildcard searches can be done using a "*" sign to indicate that any character/s will satisfy the search criteria.</p> <p style="text-align: center; border: 1px solid black; padding: 2px 10px; display: inline-block;">SEARCH</p>	
FIELD TO SEARCH ON:	CRITERIA TO SEARCH ON:
STORY AS WEBREADY:	<input type="text"/> <input type="checkbox"/> Yes
SERIAL NO.:	is <input type="text"/>
STORYNAME:	is <input type="text"/>
PROJECTNAME:	is <input type="text"/>
CLIENT:	is <input type="text"/>
COMPANY:	is <input type="text"/>
STATE:	is <input type="text"/>
COUNTRY:	is <input type="text"/>
TICKLERDATE:	is <input type="text"/> (DD Mmm YYYY)
ONLINEDATE:	is <input type="text"/> (DD Mmm YYYY)
COOL STORY DATE:	is <input type="text"/> (DD Mmm YYYY)
INCLUDE GRAVEYARD STORIES:	<input type="checkbox"/> Yes
MARKET	SEARCH FOR MARKET
<div style="border: 1px solid black; padding: 5px;"> Quantum Market Small Business Enterprise K-12 New Media & Entertainment Publishing Scientific & Engineering Health Care </div>	<div style="display: flex; align-items: center;"> <div style="margin-right: 10px;">Add</div> <div style="border: 1px solid black; width: 150px; height: 80px; position: relative;"> <div style="position: absolute; top: -15px; right: 0;">▲</div> <div style="position: absolute; bottom: -15px; right: 0;">▼</div> </div> </div> <div style="margin-top: 10px;"> <div style="margin-right: 10px;">Remove</div> <div style="border: 1px solid black; width: 150px; height: 80px; position: relative;"> <div style="position: absolute; top: -15px; right: 0;">▲</div> <div style="position: absolute; bottom: -15px; right: 0;">▼</div> </div> </div>

FIG. 11A

24/72

	KEYWORDS	SEARCH FOR KEYWORDS	
	<div>Art Banking and Finance Broadcasting Education Engineering Entertainment Film Production Fitness</div>	<div><div>Add</div><div>Remove</div></div>	<div></div>
	HARDWARE	SEARCH FOR HARDWARE	
	<div>ADIC Scalar 458 Library ADIC Scalar DLT Libraries AMD166 Processor AMD486 Processor AMDP - 100 Processor ATL Library Adaptec AAA133 RAID cont Alpha</div>	<div><div>Add</div><div>Remove</div></div>	<div></div>
SOFTWARE	SEARCH FOR SOFTWARE		
<div>3D Nation ACT! Adobe Photoshop Adobe Premiere After Effects AfterImage Apache AppleShare</div>	<div><div>Add</div><div>Remove</div></div>	<div></div>	
<div>FAQ Copyright Notice</div> <div>Search</div>			

FIG. 11B

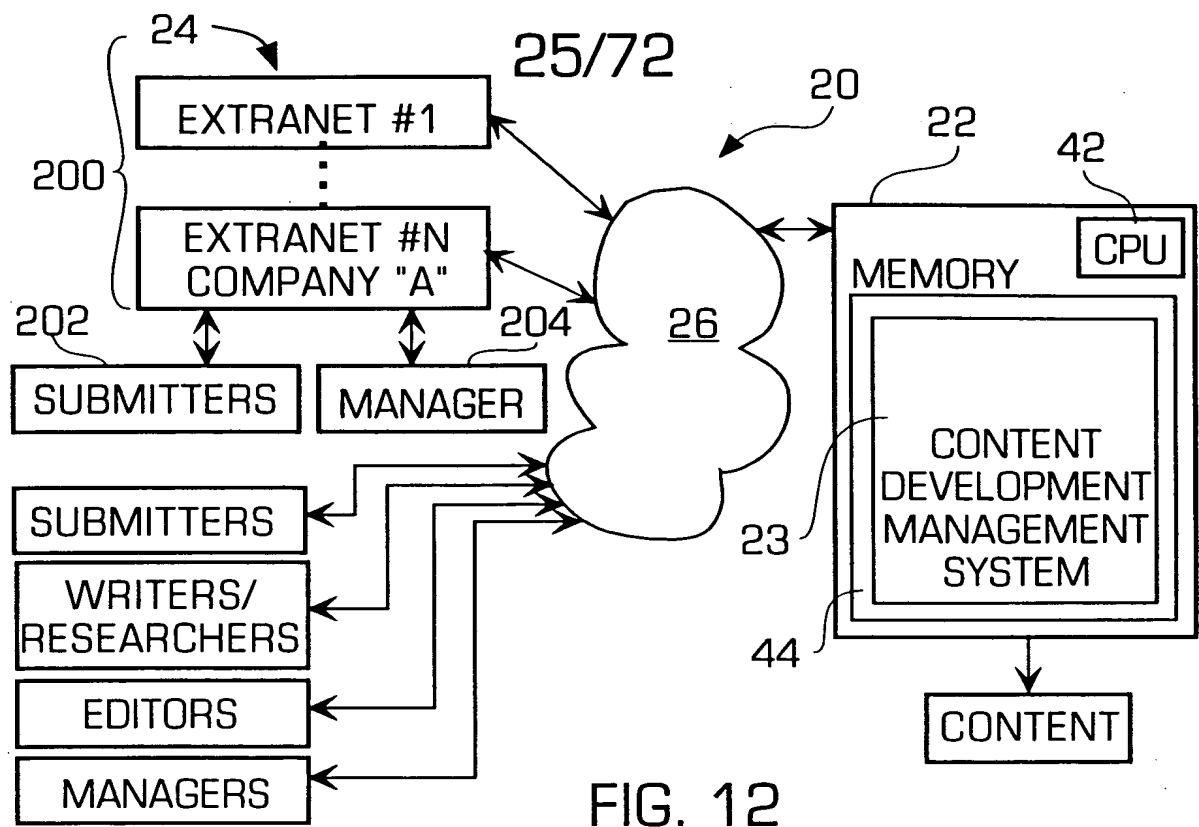


FIG. 12

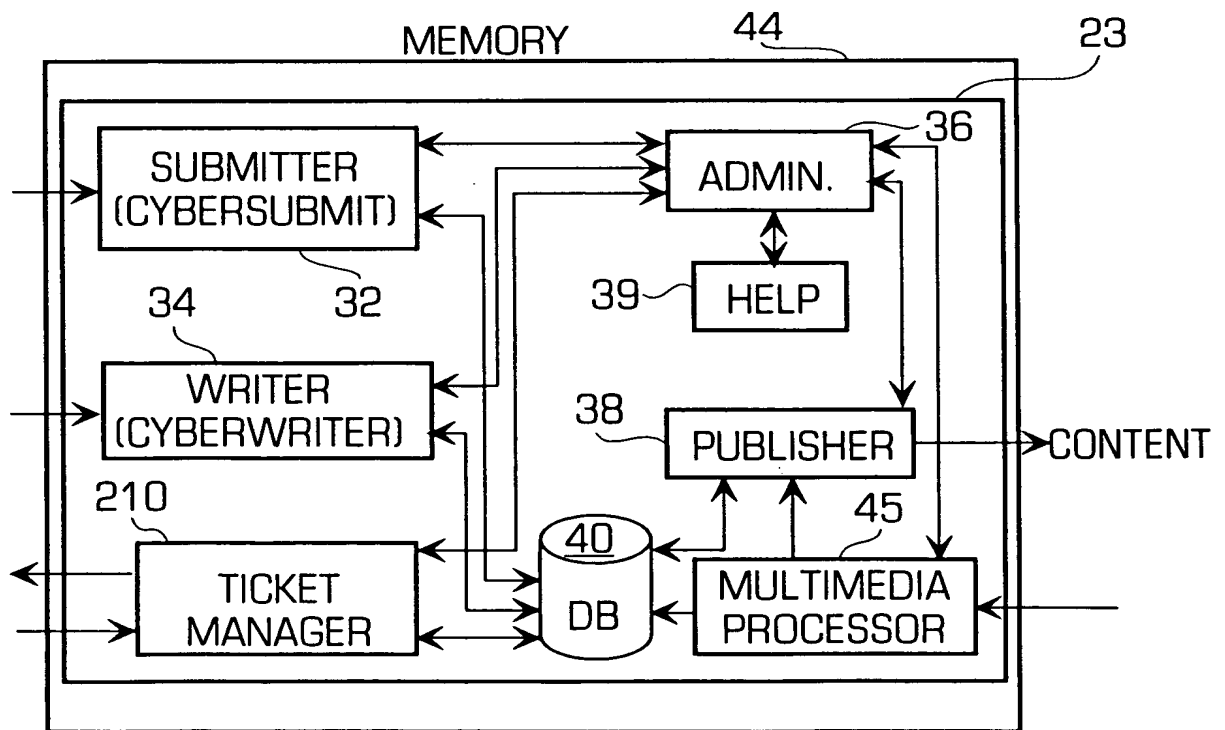


FIG. 13A

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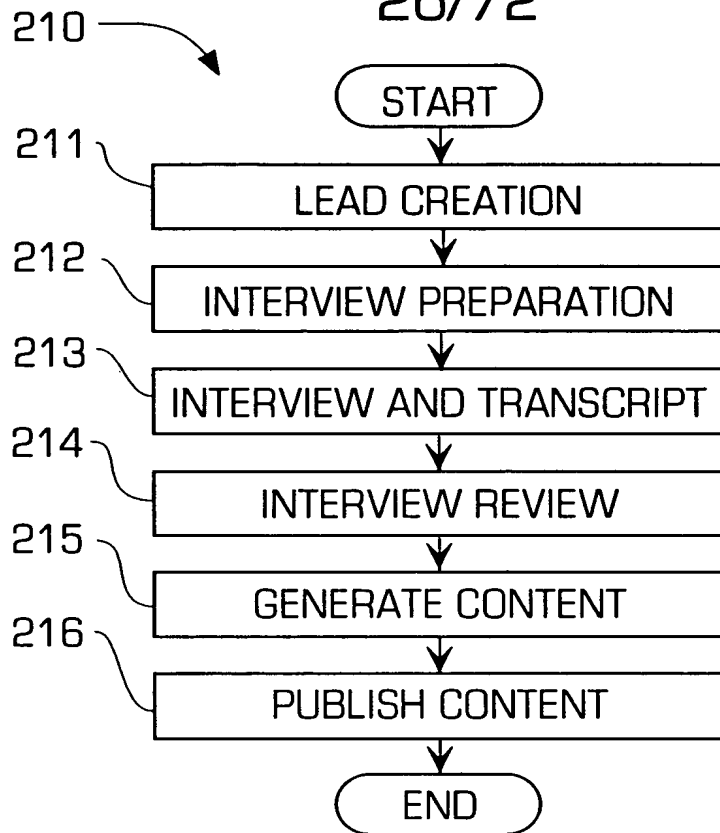
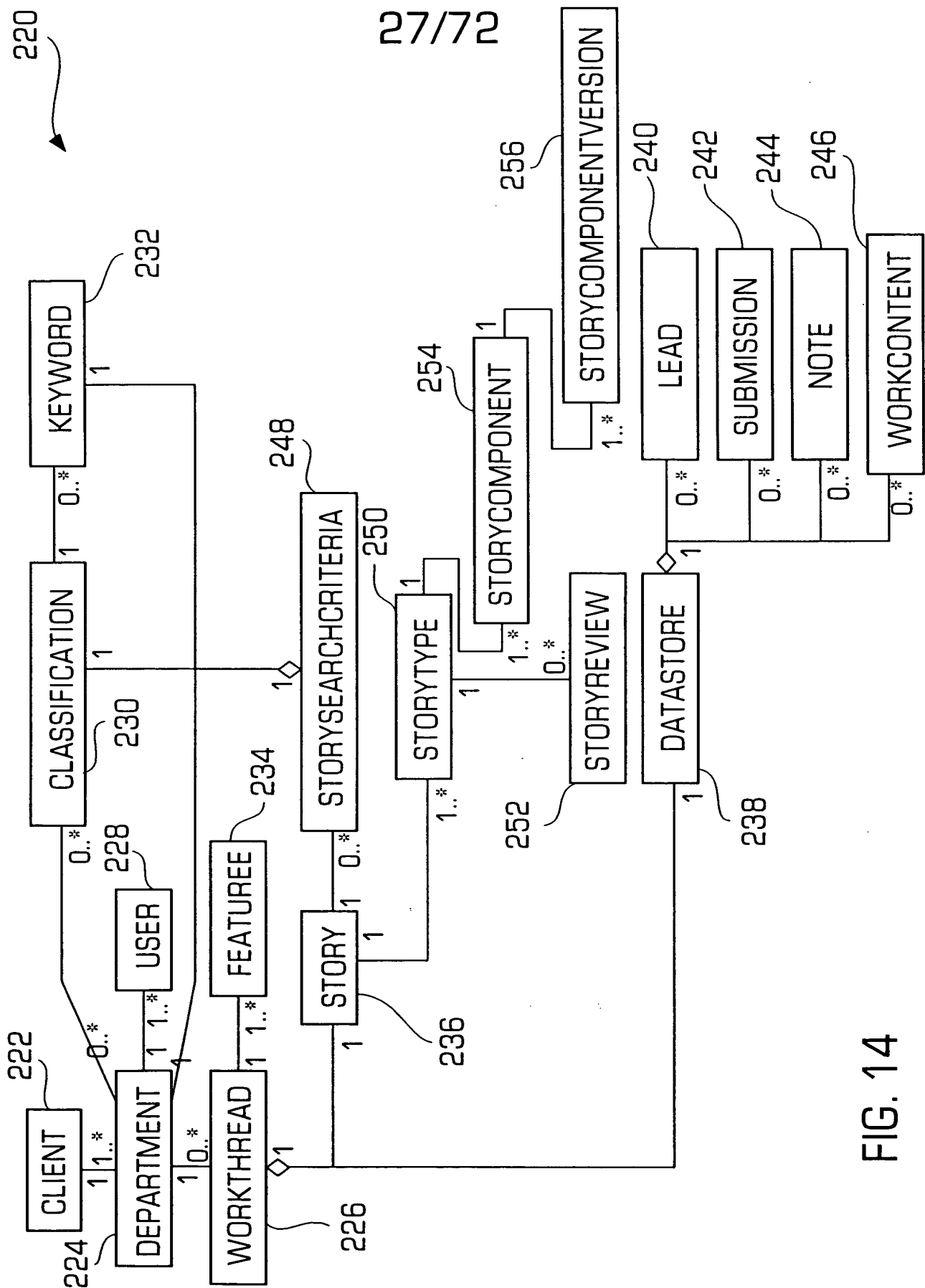


FIG. 13B



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FIG. 14

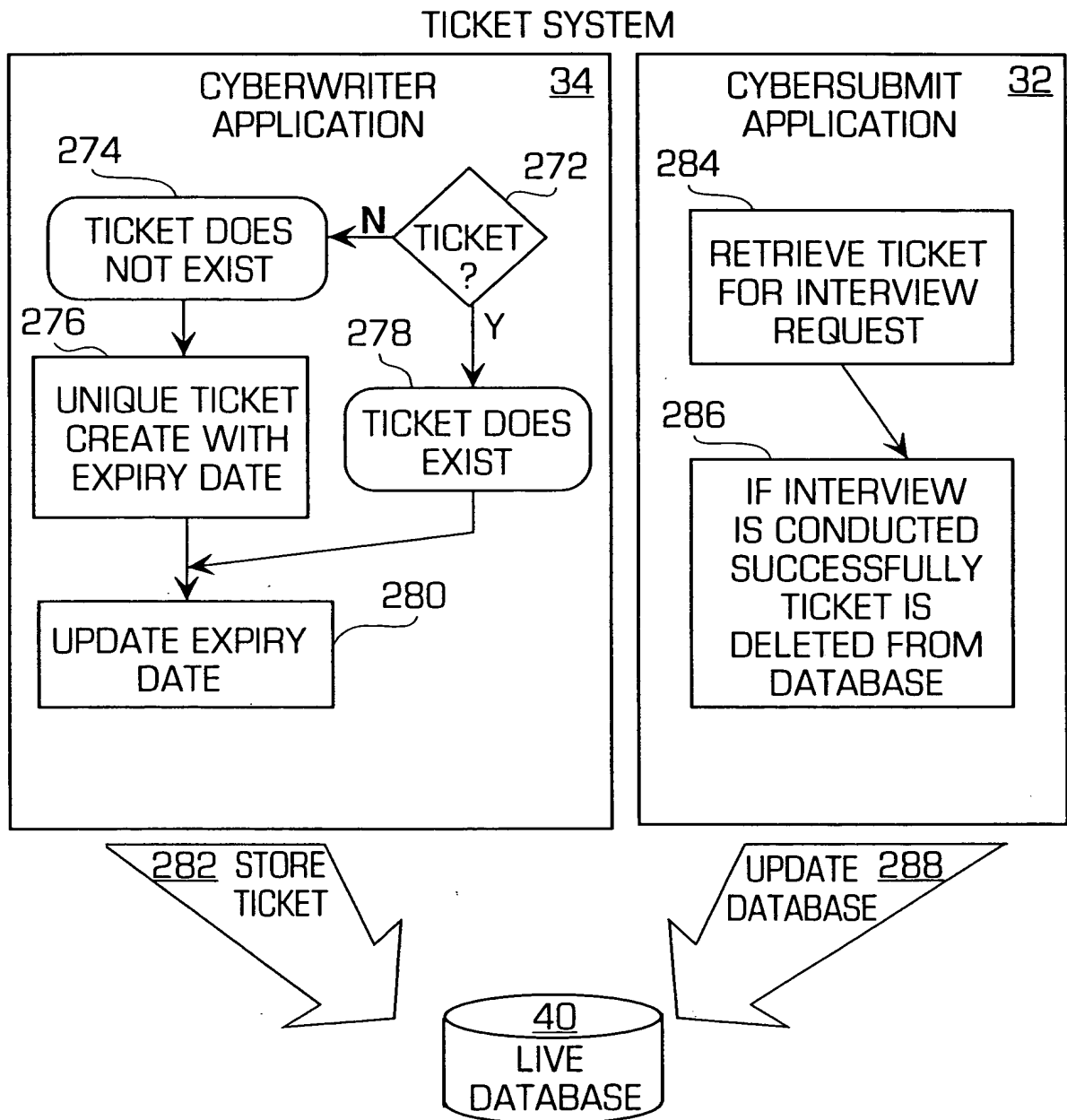


FIG. 15

29/72

290

TICKET USAGE IN CYBERSUBMIT

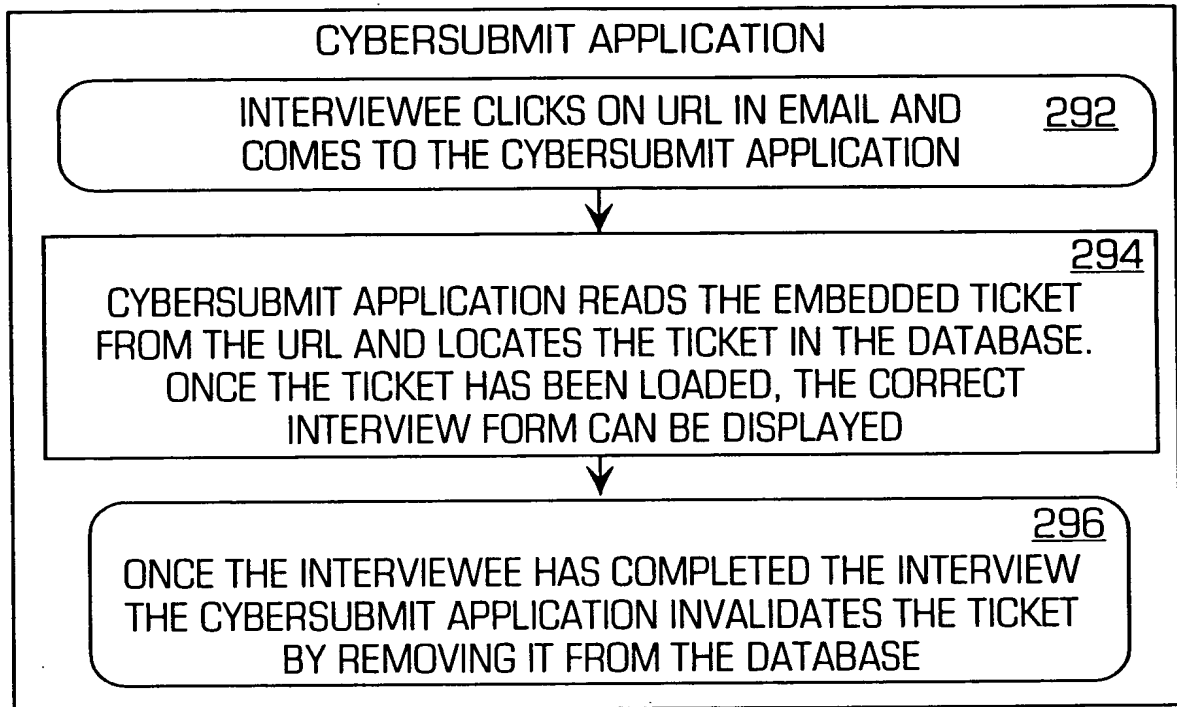


FIG. 16

300

TICKET GENERATION IN CYBERWRITER

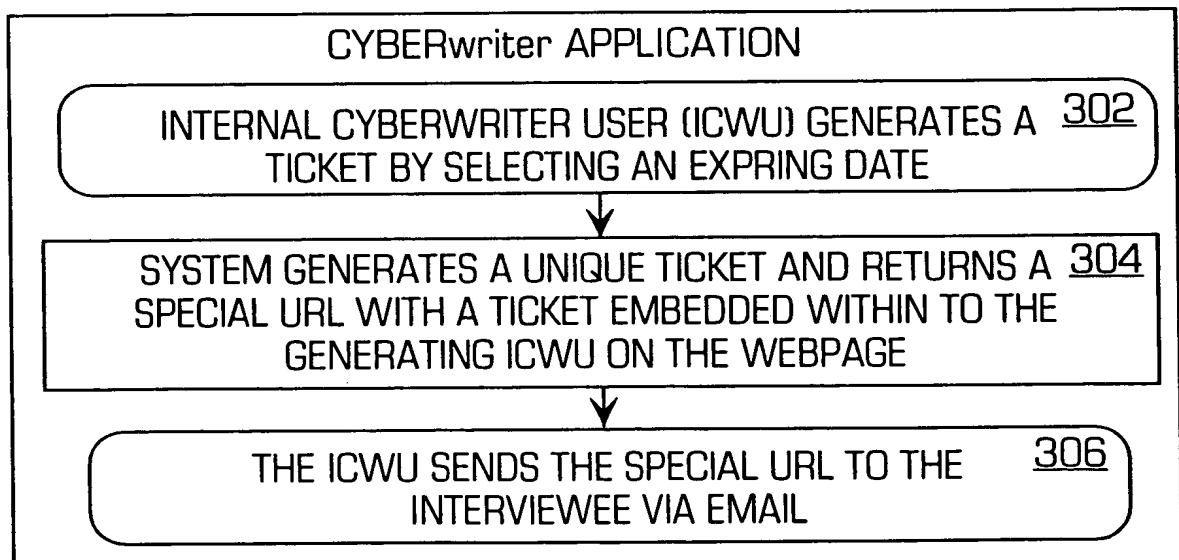


FIG. 17

310

30/72

Back Forward Stop Refresh Home Autofill Print Mail

Address http://bluejay.cybercasters.com/cgi-bin/WebObjects/CyberWriterTest.woa/6/wo/Ri2NfmJJeALHH3VBYRINM8F5p37A/3.11.0 > 90

LEAD CREATION WIZARD

GOOGLE.CORPORATE

ALLAN DAVIDSON
USER

FEATUREE

FIRSTNAME

LASTNAME

* COMPANY

PHONE

WEB SITE

EMAIL

QUESTIONS

* WHY IS THIS A GOOD STORY? HOW DOES IT ILLUSTRATE SUCCESS OF A PRODUCT? WHAT ARE THE BENEFITS TO THE CLIENT COMPANY?

ARE THERE ANY SPECIAL ISSUES WE SHOULD RAISE IN THE INTERVIEW?

INTERNET ZONE

312

> SAVE

FIG. 18A

310

31/72

Back Forward Stop Refresh Home Autofill Print Mail

Address http://bluejay.cybercasters.com/cgi-bin/WebObjects/CyberWriterTest.woa/6/wa/Ri2NfmJeaLHH3VBYRINM8F5p37A/3.11.0

LEAD CREATION WIZARD

GOOGLE.CORPORATE

ALLAN DAVIDSON
USER

FEATUREE

LITTLE RED
FIRSTNAME

www.grandmashouse.com
* COMPANY

1-212-123-1234
PHONE

www.grandmashouse.com
WEB SITE

RIDING HOOD
LASTNAME

lrrh@grandmashouse.com
EMAIL

QUESTIONS

* WHY IS THIS A GOOD STORY? HOW DOES IT ILLUSTRATE SUCCESS OF A PRODUCT? WHAT ARE THE BENEFITS TO THE CLIENT COMPANY?
THIS IS A GREAT STORY BECAUSE IT'S GOT A HAPPY ENDING.

ARE THERE ANY SPECIAL ISSUES WE SHOULD RAISE IN THE INTERVIEW?
WHY WAS LITTLE RED RIDING HOOD THERE IN THE FIRST PLACE?

> SAVE

☐ INTERNET ZONE

312

FIG. 18B

310

32/72

FIG. 18C

Back Forward Stop Refresh Home Autofill Print Mail

Address http://bluejay.cybercasters.com/cgi-bin/WebObjects/CyberWriterTest.woa/6/wor/Ri2NfmJeALHH3VBYRINM8F5p37A/4.12.0

LEAD CREATION WIZARD

LEAD SUCCESSFULLY CREATED AND SAVED WITH SERIAL NUMBER 20693

ALLAN DAVIDSON
USER

FEATUREE

LITTLE RED
FIRSTNAME

WWW.GRANDMASHOUSE.COM
* COMPANY

1-212-123-1234
PHONE

WWW.GRANDMASHOUSE.COM
WEB SITE

RIDING HOOD
LASTNAME

IRRH@GRANDMASHOUSE.COM
EMAIL

QUESTIONS

* WHY IS THIS A GOOD STORY? HOW DOES IT ILLUSTRATE SUCCESS OF A PRODUCT? WHAT ARE THE BENEFITS TO THE CLIENT COMPANY?
THIS IS A GREAT STORY BECAUSE IT'S GOT A HAPPY ENDING.
ARE THERE ANY SPECIAL ISSUES WE SHOULD RAISE IN THE INTERVIEW?
WHY WAS LITTLE RED RIDING HOOD THERE IN THE FIRST PLACE?

> SAVE

INTERNET ZONE

314

312

Successes.com - Work Area

Back Forward Stop Refresh Home AutoFill Print Mail

Address http://bluejay.cybercasters.com/cgi-bin/WebObjects/CyberWriterTest.wso/Servlet2NfmJeaLHH3VBYRINMBF5p37A/6.3.19.CockpitDetailsComponent.0.1.0.0.CockpitLeadDisplayCo
@ 01 @ 02 @ 03 Page Title @ http://www.macrm.com/ @ http://www.macrm.com/ @ http://www.versiontracker.com/ @ Microsoft Web Sites @ Apple

successes.com

ADMIN GO

VIEW NOTES ADD NOTE
FILTER BY: (NO FILTER)

LEAD
www.grandmashouse.com

GOOGLE CORPORATE
20693

FROM: ALLAN DAVIDSON.
LITTLE RED RIDING HOOD
FIRST NAME LAST NAME
WWW.GRANDMASHOUSE.COM
COMPANY
lrrh@grandmashouse.com www.grandmashouse.com
EMAIL URL
1-212-123-1234
WORK PHONE
QUESTIONS
ARE THERE ANY SPECIAL ISSUES WE SHOULD RAISE IN THE INTERVIEW?
WHY WAS LITTLE RED RIDING HOOD THERE IN THE FIRST PLACE?
WHY IS THIS A GOOD STORY? HOW DOES IT ILLUSTRATE SUCCESS FOR A
PRODUCT? WHAT ARE THE BENEFITS TO THE CLIENT COMPANY?
THIS IS A GREAT STORY BECAUSE IT'S GOT A HAPPY ENDING.

LEAD
www.grandmashouse.com

REFRESH
UNLOCKED69
> DELETE
> GRAVEYARD

RATING
EXCELLENT
FAIR
GOOD
NO USE
POOR
> SUBMIT
346

REBUILD MENU

NO CLIENTS COMMENTS

STORY NAME:
www.grandmashouse.com

CREATE TASKS:
350 INTERVIEW PREP ASSIGN TO
352 INTERVIEW REVIEW ASSIGN TO
EDITOR COMMENTS:
354

Successes.com - Work Area

successes.com

ADMIN • GO

LEAD

www.grandmashouse.com

GOOGLE CORPORATE 20693

VIEW NOTES ADD NOTE

INTERVIEW PREP

INTERVIEW REVIEW

STORY LOG

MONOLITHIC

FULL STORY DATA

CREATE NEW LEAD

STYLE GUIDE

WORKING CONTENT

TO DO

REFRESH

UNLOCKED69

DELETE

GRAVEYARD

FROM: ALLAN DAVIDSON.

LITTLE RED FIRST NAME

RIDING HOOD LAST NAME

www.grandmashouse.com COMPANY

lrmh@grandmashouse.com EMAIL URL

1-212-123-1234 WORK PHONE

QUESTIONS

ARE THERE ANY SPECIAL ISSUES WE SHOULD RAISE IN THE INTERVIEW?

WHY WAS LITTLE RED RIDING HOOD THERE IN THE FIRST PLACE?

WHY IS THIS A GOOD STORY? HOW DOES IT ILLUSTRATE SUCCESS FOR A PRODUCT? WHAT ARE THE BENEFITS TO THE CLIENT COMPANY?

THIS IS A GREAT STORY BECAUSE IT'S GOT A HAPPY ENDING.

NO CLIENTS COMMENTS

STORY NAME:

www.grandmashouse.com

CREATE TASKS:

INTERVIEW PREP JAN ZIEFF

INTERVIEW REVIEW JAN ZIEFF

EDITOR COMMENTS:

THIS IS A GREAT STORY AND WE SHOULD PURSUE IT.

350

352

354

346

356

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FIG. 19C

Successes.com - Work Area

Successes.com

ADMIN • GO

LEAD
INTERVIEW PREP
INTERVIEW REVIEW
STORY LOG
MONOLITHIC
FULL STORY DATA
CREATE NEW LEAD
STYLE GUIDE
WORKING CONTENT
TO DO

REBUILD MENU

???
RATED LEAD 10 MAR 01
ON GO
10 MAR 01
???

INTERVIEW
10 MAR 01
WAIT
ACTION
CENTER

RESOURCES | BUG REPORT

INTERVIEW PREP
www.grandmashouse.com

GOOGLE CORPORATE
20693

VIEW NOTES
ADD NOTE
FILTER BY: (NO FILTER)

362

SUBMITTED DATA
WWW.GRANDMASHOUSE.COM
COMPANY
LITTLE RED
FIRST NAME
RIDING HOOD
LAST NAME
NO DATA
STREET ADDRESS
NO DATA
CITY
NO DATA
STATE/PROVINCE
NO DATA
ZIP
NO DATA
COUNTRY
www.grandmashouse.com
URL
lrrh@grandmashouse.com
EMAIL
1-212-123-1234
WORK PHONE

VERIFIED DATA
COMPANY
FIRST NAME
LAST NAME
STREET ADDRESS
CITY
STATE/PROVINCE
ZIP
COUNTRY
URL
EMAIL
WORK PHONE

> COPY > CANCEL > SAVE

TICKET GENERATION
364
EXPIRY DATE: MAR 24 2001
> GENERATE

360

38/72

FIG. 20C

Successes.com - Work Area

Successes.com

ADMIN

GO

LEAD

INTERVIEW PREP

INTERVIEW REVIEW

STORY LOG

MONOLITHIC

FULL STORY DATA

CREATE NEW LEAD

STYLE GUIDE

WORKING CONTENT

TO DO

ON GO

???

INTERVIEW

10 MAR 01

WAIT

ACTION

CENTER

RESOURCES | BUG REPORT

INTERVIEW PREP

www.grandmashouse.com

GOOGLE CORPORATE

20693

VIEW NOTES

ADD NOTE

FILTER BY: NO FILTER

REFRESH

UNLOCKED684

DELETE

GRAVEYARD

SUBMITTED DATA

WWW.GRANDMASHOUSE.COM

COMPANY

LITTLE RED

FIRST NAME

RIDING HOOD

LAST NAME

NO DATA

STREET ADDRESS

NO DATA

CITY

NO DATA

STATE/PROVINCE

NO DATA

ZIP

NO DATA

COUNTRY

www.grandmashouse.com

URL

lrrh@grandmashouse.com

EMAIL

1-212-123-1234

WORK PHONE

VERIFIED DATA

WWW.GRANDMASHOUSE.COM

COMPANY

LITTLE RED

FIRST NAME

RIDING HOOD

LAST NAME

123 HIGH ST.

STREET ADDRESS

OLD TOWN

CITY

VA

STATE/PROVINCE

22222

ZIP

USA

COUNTRY

www.grandmashouse.com

URL

lrrh@grandmashouse.com

EMAIL

1-212-123-1234

WORK PHONE

REBUILD MENU

TICKET GENERATION

EXPIRY DATE: MAR 24 2001

GENERATE

COPY

CANCEL

SAVE

366

360

39/72

FIG. 20D

Successes.com - Work Area

Successes.com

ADMIN

GO

LEAD

INTERVIEW PREP

INTERVIEW REVIEW

STORY LOG

MONOLITHIC

FULL STORY DATA

CREATE NEW LEAD

STYLE GUIDE

WORKING CONTENT

TO DO

REBUILD MENU

222 RATED LEAD 10 MAR 01

222 ON GO

222 INTERVIEW 10 MAR 01

ACTION CENTER

RESOURCES | BUG REPORT

INTERVIEW PREP

www.grandmashouse.com

REFRESH

UNLOCKED684

DELETE

GRAVEYARD

GOOGLE CORPORATE

20693

VIEW NOTES

ADD NOTE

FILTER BY: (NO FILTER)

SUBMITTED DATA

WWW.GRANDMASHOUSE.COM

LITTLE RED

FIRST NAME

RIDING HOOD

LAST NAME

NO DATA

STREET ADDRESS

NO DATA

CITY

NO DATA

STATE/PROVINCE

NO DATA

ZIP

NO DATA

COUNTRY

www.grandmashouse.com

URL

lrrh@grandmashouse.com

EMAIL

1-212-123-1234

WORK PHONE

VERIFIED DATA

WWW.GRANDMASHOUSE.COM

COMPANY

LITTLE RED

FIRST NAME

RIDING HOOD

LAST NAME

123 HIGH ST.

STREET ADDRESS

OLD TOWN

CITY

VA

STATE/PROVINCE

22222

ZIP

USA

COUNTRY

www.grandmashouse.com

URL

lrrh@grandmashouse.com

EMAIL

1-212-123-1234

WORK PHONE

368

364

TICKET GENERATION

GENERATED: 2001/03/10

EXPIRY DATE: MAR 24 2001

TEST TICKET

RESET

360

368

364

<input type="checkbox"/> SHARE YOUR GOOGLE SUCCESS STORY		<input type="checkbox"/>	
<input type="checkbox"/> Back <input type="checkbox"/> Forward <input type="checkbox"/> Stop <input type="checkbox"/> Refresh <input type="checkbox"/> Home <input type="checkbox"/> Autofill <input type="checkbox"/> Print Mail			
Address <input type="text" value="http://www2.success.com/cgi-bin/WebObjects/CyberSubmitTest.wa/wa/startSubmit?id=nVe0614:"/>		<input type="button" value="GO"/>	
@ G1 @ G2 @ G3 Page Title @ http://www.mactouch.com/ @ http://www.mactouch.com/		<input type="button" value="GO"/>	
Google		370	
Home		More Google: Success Stories	
All About Google		Success Stories	
<i>Find on this site:</i>		How has Google contributed to your success?	
<input type="text"/>		We're looking for companies and individuals who have contributed to Google success story to tell.	
<input type="button" value="SEARCH"/>			
Favorites History Search Scrapbook			
WWW.GRANDMASHOUSE.COM COMPANY		RIDING HOOD LAST NAME 123 HIGH ST. STREET ADDRESS OLD TOWN CITY VA STATE/PROVINCE	
NO DATA Zip		22222 Zip	
NO DATA COUNTRY		USA COUNTRY	
www.grandmashouse.com URL		www.grandmashouse.com URL	
lrrh@grandmashouse.com EMAIL		lrrh@grandmashouse.com EMAIL	
1-212-123-1234 WORK PHONE		1-212-123-1234 WORK PHONE	
<input type="button" value="COPY"/>		<input type="button" value="CANCEL"/>	
<input type="button" value="SAVE"/>			
<input type="button" value="TEST TICKET"/>		TICKET GENERATION GENERATED: 2001/03/10 EXPIRY DATE: MAR 24 2001	
		<input type="button" value="RESET"/>	

 VIEW NOTES ADD NOTE
 FILTER BY: (NO FILTER)

382

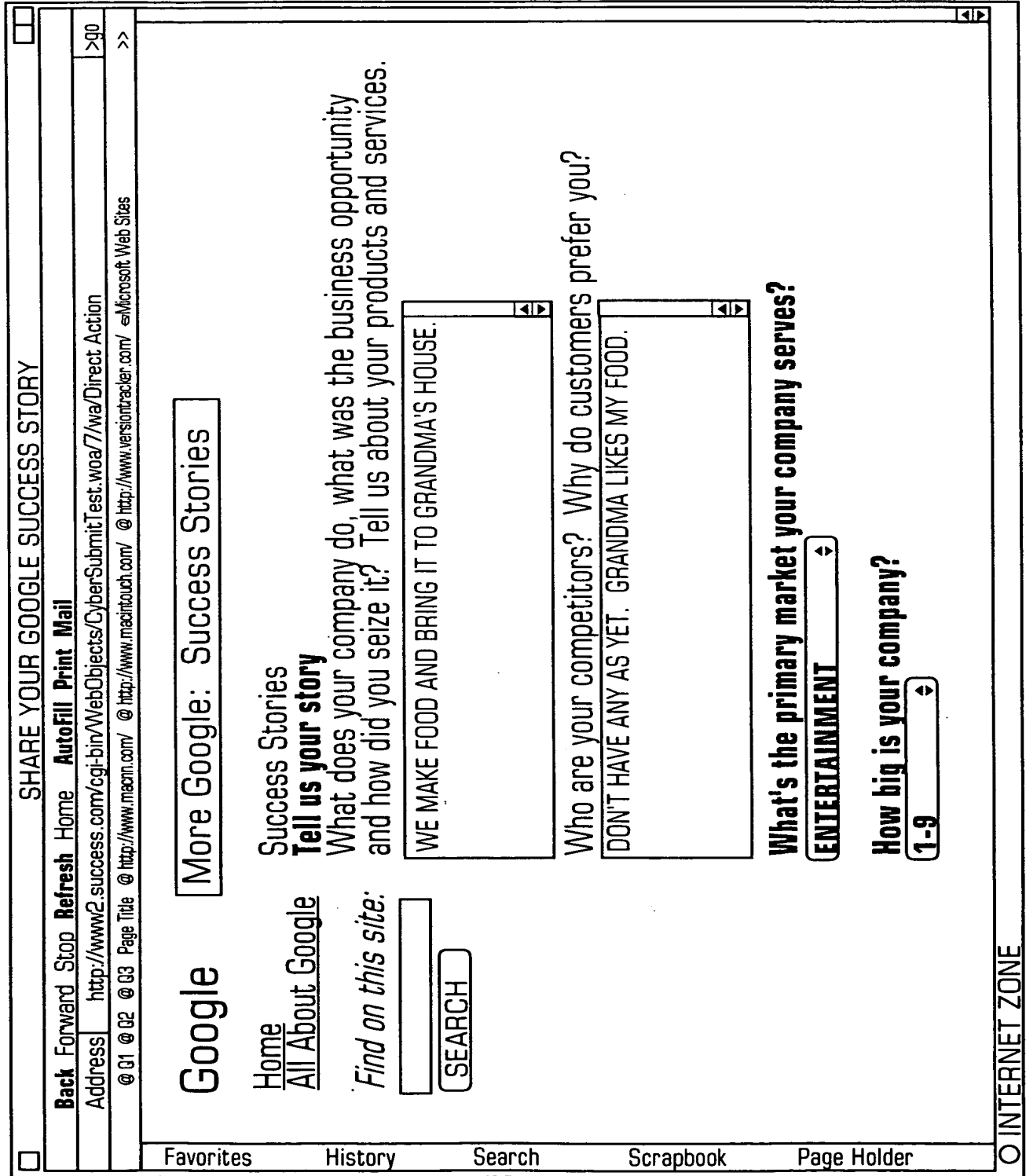


FIG. 21B

384

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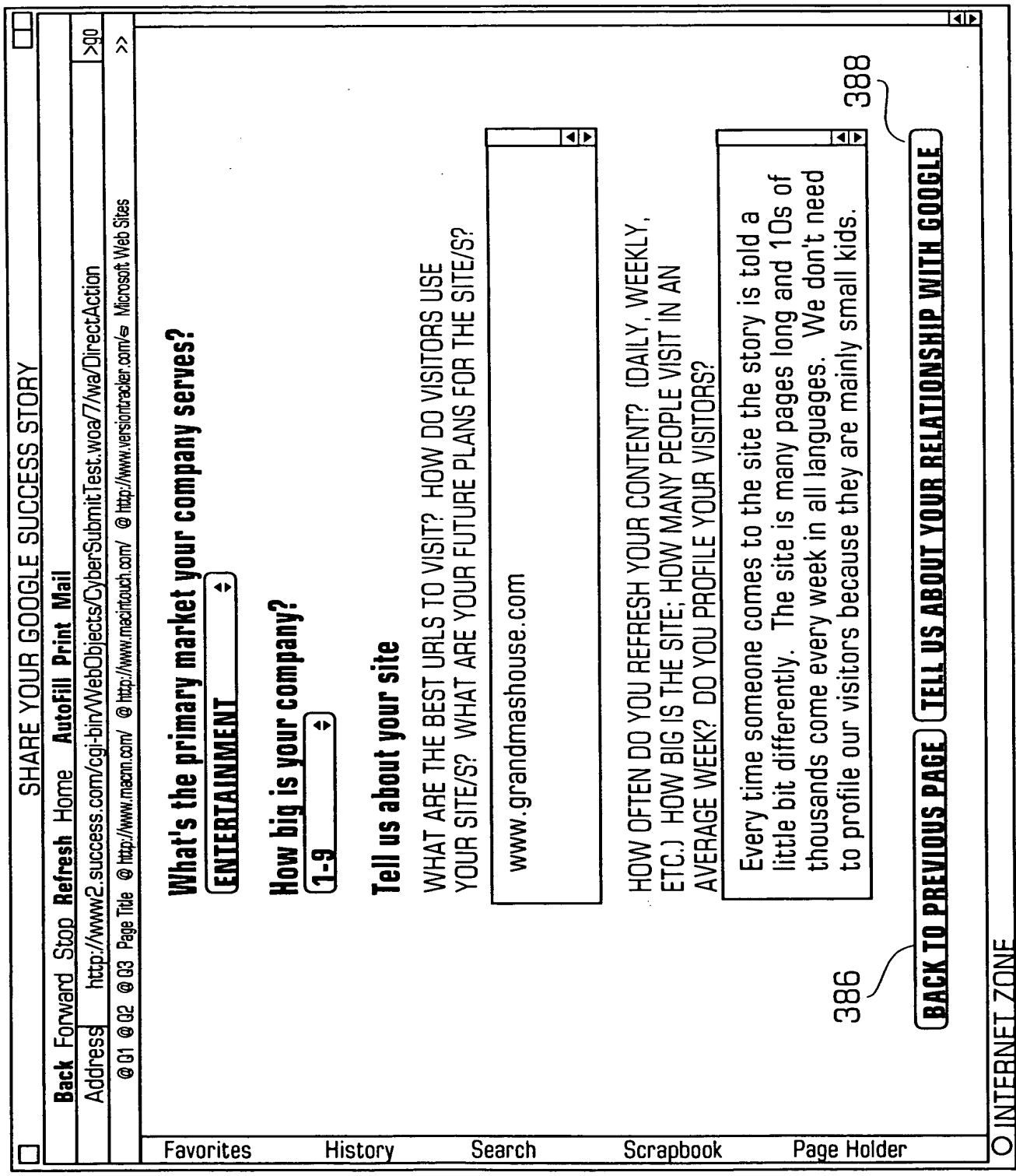


FIG. 21C

SHARE YOUR GOOGLE SUCCESS STORY

Back Forward Stop Refresh Home Autofill Print Mail

Address <http://www2.success.com/cgi-bin/WebObjects/CyberSubmitTest.woa/7/wa/DirectAction>

@ G1 @ G2 @ G3 Page Title @ <http://www.mactouch.com/> @ <http://www.versiontracder.com/> @ <http://www.microsoft.com/>

Google

Home

All About Google

Success Stories

Tell us about your relationship with Google

Find on this site:

SEARCH

How long have you been using Google on your site?

3 YEARS

The Challenge -- What was the problem you needed to solve? Did Google help you compete more effectively, and if so, how?

TO KEEP OUR SITE UP AND HAVE KIDS FIND THE STORIES

The Solution -- What was your solution and how did it meet the challenge? What other solutions did you consider and why did you choose Google?

GOOGLE HELPED US MEET THE CHALLENGE BECAUSE KIDS CAN ALWAYS FIND LITTLE RED RIDING HOOD THROUGH GOOGLE.

Which Google services are you using? (WebSearch? SiteSearch? SafeSearch? Web Directory, Restricts, etc.) Do you plan to add more in the future? How do you use Google reporting services?

WE'RE USING WEB SEARCH AND SAFE SEARCH.

Favorites History Search Scrapbook Page Holder

INTERNET ZONE

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FIG. 21D

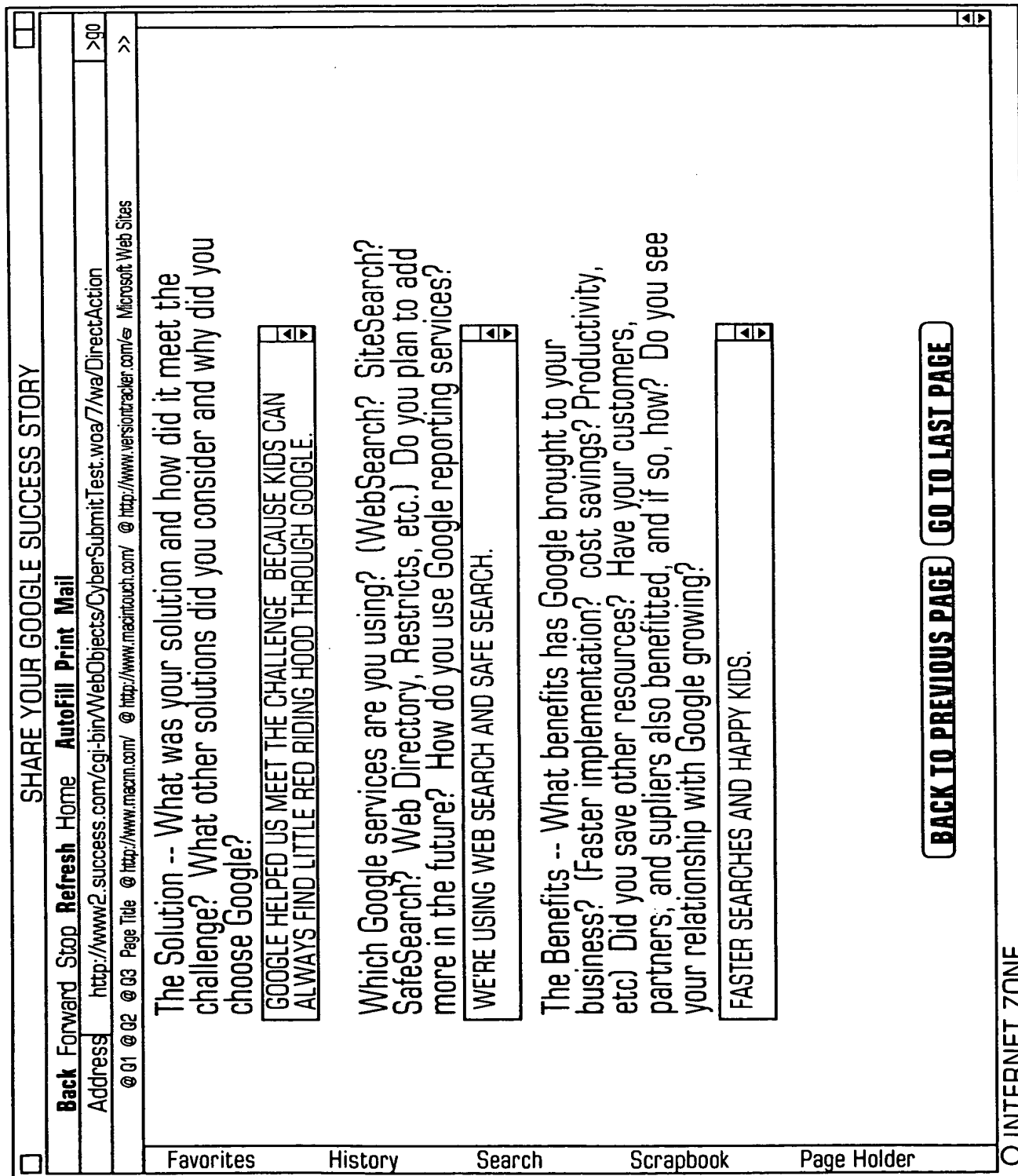


FIG. 21E

<input type="checkbox"/> SHARE YOUR GOOGLE SUCCESS STORY	
<input type="checkbox"/> Back <input type="checkbox"/> Forward <input type="checkbox"/> Stop <input type="checkbox"/> Refresh <input type="checkbox"/> Home <input type="checkbox"/> AutoFill <input type="checkbox"/> Print <input type="checkbox"/> Mail	<input type="checkbox"/> >qq <input type="checkbox"/> >>
Address <input type="text" value="http://www2.success.com/cgi-bin/VWebObjects/CyberSubmitTest.woa7/wa/DirectAction"/>	
@ 01 @ 02 @ 03 Page Title @ http://www.mactouch.com/ @ http://www.versiontracker.com/ @ http://www.microsoft.com/ Microsoft Web Sites	

In what media would you like to see this story appear?
 Please include names and contact information if possible.

FAMILY PC

Can we write a capsule summary based on the information you've provided?

We plan to feature capsule success stories of under 100 words on our website -- to be immediately considered as a capsule story candidate, we need your permission to write a capsule based on your responses to this interview and post it when ready. Please mark the appropriate box.

☒ Yes ☐ No

Thank you for taking the time to complete this interview.

Please click the submit button below. You will immediately see a copy of all the information you have provided. Please feel free to print it for your records! If you have any questions or need to make any changes, please email us:
googlesuccesssteam@successes.com

BACK TO PREVIOUS PAGE
SUBMIT SUCCESS STORY

Favorites	History	Search	Scrapbook	Page Holder
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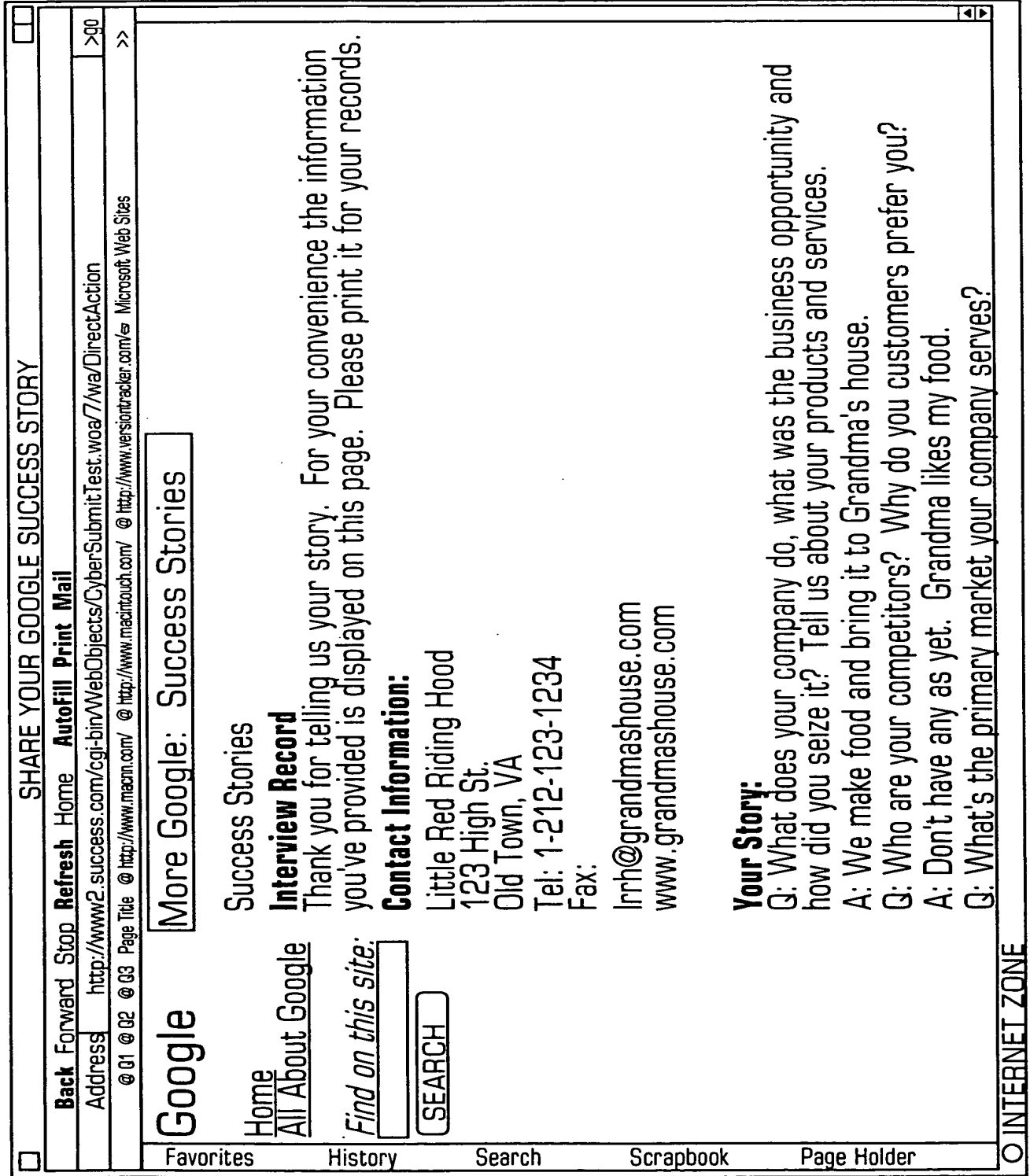


FIG. 22A

<input type="checkbox"/> SHARE YOUR GOOGLE SUCCESS STORY	
<input type="checkbox"/> Back Forward Stop Refresh Home Autofill Print Mail	<input type="checkbox"/>
Address http://www2.success.com/cgi-bin/WebObjects/CyberSubmitTest.woa/7/wa/DirectAction	>90
@ 01 @ 02 @ 03 Page Title @ http://www.mactouch.com/ @ http://www.versiontracker.com/ @ http://www.microsoft.com/	>>
<div> <div> <input type="checkbox"/> Favorites <input type="checkbox"/> History <input type="checkbox"/> Search <input type="checkbox"/> Scrapbook <input type="checkbox"/> Page Holder </div> <div> <input type="checkbox"/> INTERNET ZONE </div> </div>	
<p>Q: What's the primary market your company serves?</p> <p>A: Entertainment</p> <p>Q: How big is your company?</p> <p>A: 1 - 9</p> <p>Tell us about your site:</p> <p>Q: What are the best urls to visit? How do visitors use your site/s? What are your future plans for the site/s?</p> <p>A: www.grandmashouse.com</p> <p>Q: How often do you refresh your content? (Daily, weekly, etc.?) How big is the site; how many people visit in an average week? Do you profile your visitors?</p> <p>A: Every time someone comes to the site the story is told a little bit differently. The site is many pages long and 10s of thousands come every week in all languages. We don't need to profile our visitors because they are mainly small kids.</p> <p>Your relationship with Google:</p> <p>Q: How long have you been using Google on your site?</p> <p>A: 3 years</p> <p>Q: The Challenge -- What was the problem you needed to solve? Did Google help you compete more effectively, and if so, how?</p> <p>A: To keep the site up and have kids find the stories.</p> <p>Q: The Solution -- What was your solution and how did it meet the challenge? What other solutions did you consider and why did you choose Google?</p> <p>A: Google helped us meet the challenge because kids can always find Little Red Riding Hood through Google.</p>	

FIG. 22B

FIG. 22C

410

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FIG. 23B

Successes.com - Work Area

THE CHALLENGE
TO KEEP OUR SITE UP AND HAVE KIDS FIND THE STORIES.

THE SOLUTION
GOOGLE HELPED US MEET THE CHALLENGE BECAUSE KIDS CAN ALWAYS FIND LITTLE RED RIDING HOOD THROUGH GOOGLE.

WHAT ARE THE BEST URLS TO VISIT
WWW.GRANDMASHOUSE.COM

WHAT DOES YOUR COMPANY DO
WE MAKE FOOD AND BRING IT TO GRANDMA'S HOUSE.

WHICH GOOGLE SERVICES ARE YOU USING
WE'RE USING WEB SEARCH AND SAFE SEARCH.

WHO ARE OUR COMPETITORS
DON'T HAVE ANY AS YET. GRANDMA LIKES MY FOOD.

NO CLIENT COMMENTS

STORY NAME
WWW.GRANDMASHOUSE.COM

ASSIGN STORY:
CAPSULE
CAPSULE-QUOTE
MEDIUM STORY
STORY 400
STORY 800

CREATE TASKS:
VERIFY PUB. CONTACT
CLASSIFY
PUBLISH

EDITOR COMMENTS:
THIS IS A GREAT STORY AND WE SHOULD PURSUE IT.

ASSIGN STORY TO

ASSIGN STORY TO

ASSIGN STORY TO

ASSIGN STORY TO

ASSIGN STORY TO

ASSIGN TO

ASSIGN TO

ASSIGN TO

> SAVE

Favorites

History

Search

Scrapbook

Page Holder

414

Successes.com - Work Area

Successes.com

ADMIN • GO

STORY 400
STORY

WAIT
10 MAR 01

ACTION
CENTER

RESOURCES | BUG REPORT

INTERVIEW REVIEW

www.grandmashouse.com

GOOGLE CORPORATE

20693

VIEW NOTES

ADD NOTE

FILTER BY: (NO FILTER)

FEATURED CLIENT CONTACT DATA

LITTLE RED

FIRST NAME

WWW.GRANDMASHOUSE.COM

COMPANY

OLD TOWN

CITY

USA

COUNTRY

irr@grandmashouse.com

EMAIL ADDRESS

1-212-123-1234

WORK PHONE

RIDING HOOD

LAST NAME

NO DATA

TITLE

VA

STATE/PROVINCE

22222

ZIP

NO DATA

DEPARTMENT

www.grandmashouse.com

URL

NO DATA

FAX

RATING

○ EXCELLENT

○ FAIR

● GOOD

○ NO USE

○ POOR

> SUBMIT

REFRESH

UNLOCKED684

> DELETE

> GRAVEYARD

REBUILD MENU

QUESTIONS

ADDITIONAL CONTACT INFORMATION

BIG BAD WOLF

CAN WRITE CAPSULE

YES

HOW LONG HAVE YOU BEEN USING GOOGLE

3 YEARS

HOW OFTEN DO YOU REFRESH YOUR CONTENT

EVERY TIME SOMEONE COMES TO THE SITE

DIFFERENTLY, THE SITE IS MANY PAGES LONG AND 10S OF THOUSANDS COME EVERY WEEK IN ALL LANGUAGES. WE DON'T NEED TO PROFILE OUR VISITORS BECAUSE THEY ARE MAINLY SMALL KIDS.

MEDIA FOR STORY TO APPEAR IN

FAMILY PC

NUMBER OF EMPLOYEES

1-9

PRIMARY MARKET SERVED

ENTERTAINMENT

THE BENEFITS

FASTER SEARCHES AND HAPPY KIDS.

THE CHALLENGE

TO KEEP OUR SITE UP AND HAVE KIDS FIND THE STORIES.

THE SOLUTION

GOOGLE HELPED US MEET THE CHALLENGE BECAUSE KIDS CAN ALWAYS FIND LITTLE RED RIDING HOOD THROUGH GOOGLE.

WHAT ARE THE BEST URLS TO VISIT

WWW.GRANDMASHOUSE.COM

Favorites

History

Search

Scrapbook

Page Holder

Successes.com - Work Area

FASTER SEARCHES AND HAPPY KIDS.
THE CHALLENGE
TO KEEP OUR SITE UP AND HAVE KIDS FIND THE STORIES.
THE SOLUTION
GOOGLE HELPED US MEET THE CHALLENGE BECAUSE KIDS
CAN ALWAYS FIND LITTLE RED RIDING HOOD THROUGH
GOOGLE.
WHAT ARE THE BEST URLS TO VISIT
WWW.GRANDMASHOUSE.COM
WHAT DOES YOUR COMPANY DO
WE MAKE FOOD AND BRING IT TO GRANDMA'S HOUSE.
WHICH GOOGLE SERVICES ARE YOU USING
WE'RE USING WEB SEARCH AND SAFE SEARCH.
WHO ARE YOUR COMPETITORS
DON'T HAVE ANY AS YET. GRANDMA LIKES MY FOOD.

NO CLIENT COMMENTS

STORY NAME:
WWW.GRANDMASHOUSE.COM

ASSIGN STORY:
CAPSULE
CAPSULE-QUOTE
MEDIUM STORY
STORY 400
STORY 800

ASSIGN STORY TO
ASSIGN STORY TO
ASSIGN STORY TO
JAN ZIFF
ASSIGN STORY TO

CREATE TASKS:
VERIFY PUB. CONTACT
CLASSIFY
PUBLISH

JAN ZIFF
JAN ZIFF
JAN ZIFF

EDITOR COMMENTS:
THIS IS A GREAT STORY AND WE SHOULD PURSUE IT.

> SAVE

Favorites

History

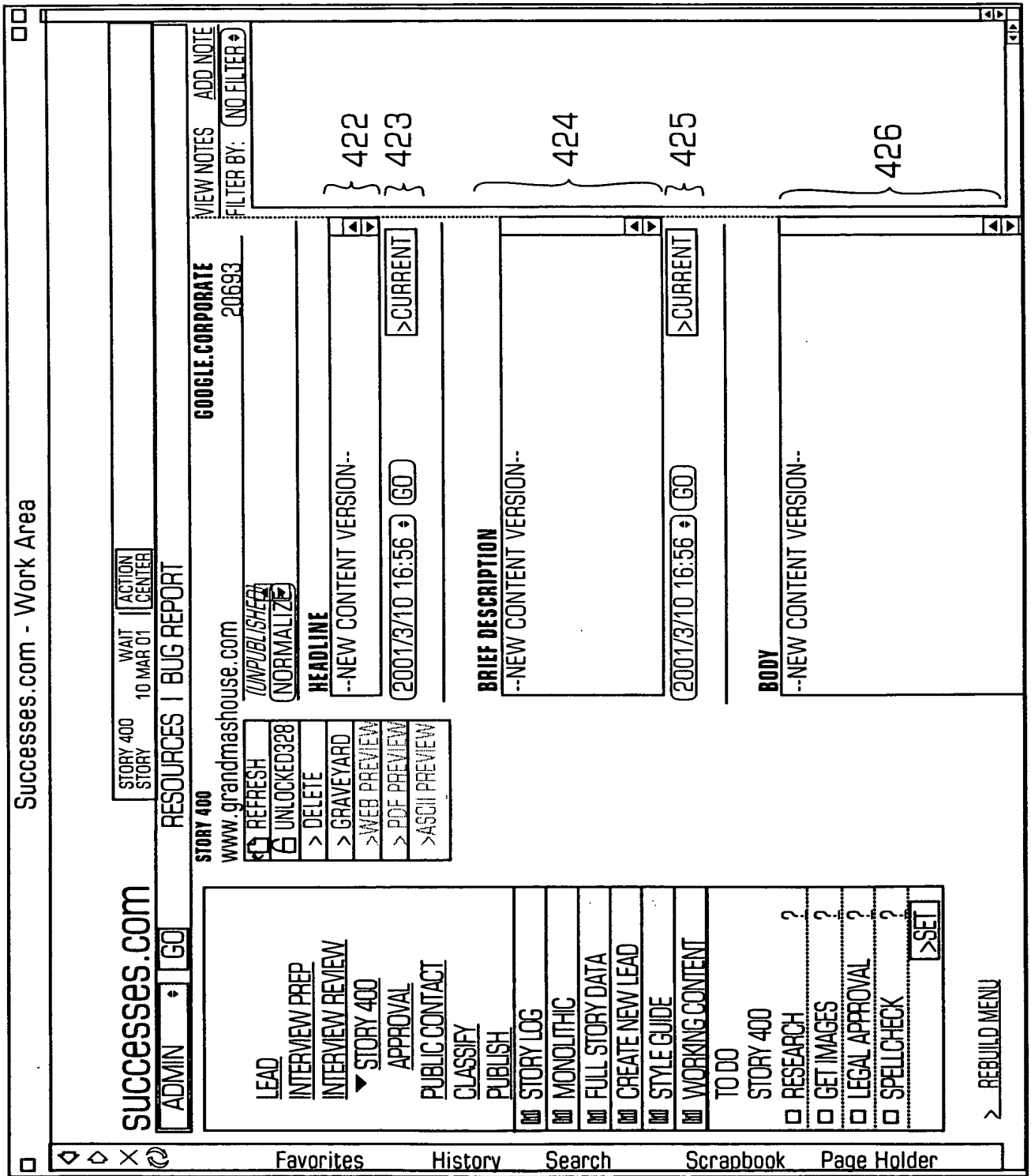
Search

Scrapbook

Page Holder

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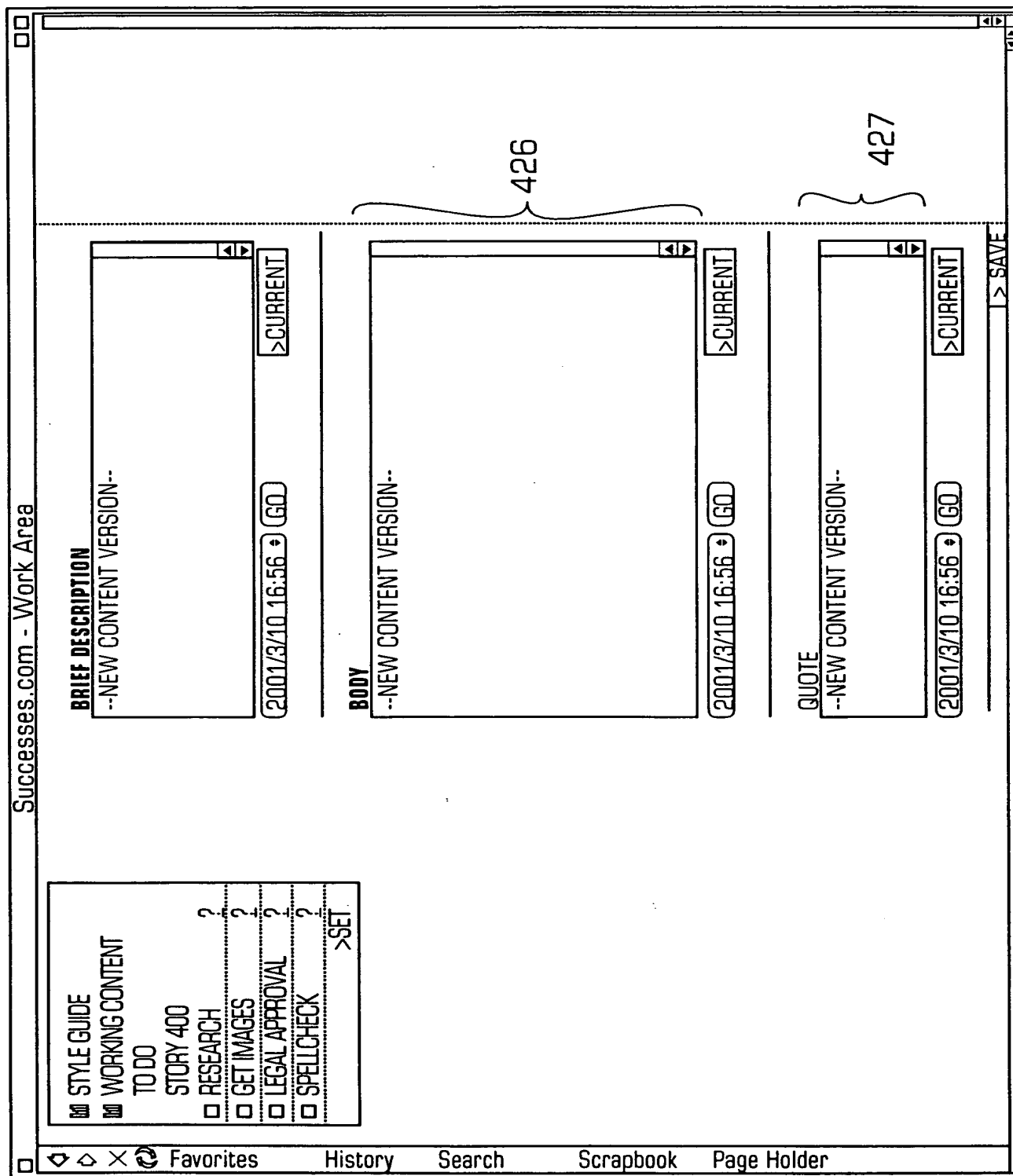
FIG. 23D



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FIG. 24B



Successes.com - Work Area

Successes.com

ADMIN • GO

STORY 400
STORY

WAIT
10 MAR 01

ACTION
CENTER

RESOURCES | BUG REPORT

STORY 400

www.grandmashouse.com

GOOGLE CORPORATE

20693

REFRESH (UNPUBLISHED)

UNLOCKED328 (NORMALIZE)

> DELETE

> GRAVEYARD

HEADLINE

RED RIDING HOOD FOUND BY GOOGLE

COMPARE (2001/3/10 17:4 (GO) >CURRENT

BRIEF DESCRIPTION

KIDS WORLD OVER CAN FIND LITTLE RED RIDING HOOD BY SEARCHING WITH GOOGLE.

COMPARE (2001/3/10 16:56 (GO) >CURRENT

BODY

ONCE UPON A TIME, IN A FAR OFF LAND, THERE LIVED A LITTLE GIRL WHO ALWAYS WORE A RED CAPE. AND SHE WAS KNOWN FAR AND WIDE AS LITTLE RED RIDING HOOD. OR LITTLE RED HOODING RIDE BY THOSE WHO ARE DYSLIXIC.

ETCTETCTETCT

LEAD

INTERVIEW PREP

INTERVIEW REVIEW

STORY 400

APPROVAL

PUBLIC CONTACT

CLASSIFY

PUBLISH

STORY LOG

MONOLITHIC

FULL STORY DATA

CREATE NEW LEAD

STYLE GUIDE

WORKING CONTENT

TO DO

STORY 400

RESEARCH ?

GET IMAGES ?

LEGAL APPROVAL ?

SPELLCHECK ?

>SET

> REBUILD MENU

VIEW NOTES

ADD NOTE

FILTER BY: (NO FILTER)

[illegible]

Successes.com - Work Area

successes.com

ADMIN

GO

STORY 400

ON GO

ACTION CENTER

10 MAR 01

RESOURCES

BUG REPORT

STORY 400

www.grandmashouse.com

GOOGLE CORPORATE

20693

VIEW NOTES

ADD NOTE

FILTER BY: NO FILTER

REFRESH

UNLOCKED328

DELETE

GRAVEYARD

HEADLINE

GOOGLE FIND

2001/3/10 16:56

2001/3/10 16:56

COMPAR

2001/3/10 17:4

2001/3/10 17:5

BRIEF DESCRIPTION

KIDS WORLD OVER CAN FIND LITTLE RED RIDING HOOD BY SEARCHING WITH GOOGLE.

COMPARE

2001/3/10 17:4

GO

CURRENT

BODY

ONCE UPON A TIME, IN A FAR OFF LAND, THERE LIVED A LITTLE GIRL WHO ALWAYS WORE A RED CAPE. AND SHE WAS KNOWN FAR AND WIDE AS LITTLE RED RIDING HOOD. OR LITTLE RED HOODING RIDE BY THOSE WHO ARE DYSLEXIC.

ETCTETCTETCT

LEAD

INTERVIEW PREP

INTERVIEW REVIEW

STORY 400

APPROVAL

PUBLIC CONTACT

CLASSIFY

PUBLISH

STORY LOG

MONOLITHIC

FULL STORY DATA

CREATE NEW LEAD

STYLE GUIDE

WORKING CONTENT

TO DO

STORY 400

RESEARCH

GET IMAGES

LEGAL APPROVAL

SPELLCHECK

REBUILD MENU

Successes.com

ADMIN

GO

STORY 400

ON GO

ACTION

STORY

10 MAR 01

CENTER

Successes.com - Work Area

RESOURCES | BUG REPORT

PUBLIC CONTACT

GOOGLE CORPORATE

20693

www.grandmashouse.com

REFRESH

UNLOCKED4458

> DELETE

> GRAVEYARD

LEAD

INTERVIEW PREP

INTERVIEW REVIEW

▼ STORY 400

APPROVAL

PUBLIC CONTACT

CLASSIFY

PUBLISH

STORY LOG

MONOLITHIC

FULL STORY DATA

CREATE NEW LEAD

STYLE GUIDE

WORKING CONTENT

TO DO

> REBUILD MENU

INTERVIEWEE DATA

WWW.GRANDMASHOUSE.COM

COMPANY

LITTLE RED

FIRST NAME

RIDING HOOD

LAST NAME

NO DATA

COMPANY TITLE

NO DATA

TITLE

123 HIGH ST.

STREET ADDRESS

OLD TOWN

CITY

VA

STATE/PROVINCE

22222

ZIP

USA

COUNTRY

www.grandmashouse.com

URL

frb@grandmashouse.com

EMAIL

1-212-123-1234

WORK PHONE

NO DATA

FAX

PUBLIC CONTACT DATA

COMPANY

FIRST NAME

LAST NAME

COMPANY TITLE

MR

TITLE

STREET ADDRESS

CITY

STATE/PROVINCE

ZIP

COUNTRY

URL

EMAIL

WORK PHONE

FAX

VIEW NOTES

ADD NOTE

FILTER BY: NO FILTER

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FIG. 25A

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WORKTHREAD EVENT VIEWER			
Back Forward Stop Refresh Home Autofill Print Mail			
Address: http://bluejay.cybercasters.com/cgi-bin/WebObjects/CyberWriterTest.woa/6/wo/Rj2NfmJeALHH3VBYRINM8F5p37A/26.4.24.1.2.0			
EVENTS			20693
USER	DATE	CONTENT	TYPE
	MAR 10, 2001 17:05	UPDATED CURSOR NAME: STORY STATE: PROGRESS ASSOCIATED TYPE: STORY 400 USER: JAN ZIFF	SYSTEM
	MAR 10, 2001 17:04	UPDATED CURSOR NAME: STORY STATE: PROGRESS ASSOCIATED TYPE: STORY 400 USER: JAN ZIFF	SYSTEM
ALLAND	MAR 10, 2001 16:56	CREATED WORKFLOW FOR THE FOLLOWING TASKS: VERIFY PUBL. CONTACT CLASSIFY PUBLISH	INTERNAL USER
ALLAND	MAR 10, 2001 16:56	ASSIGNED TASK: PUBLISH TO JAN ZIFF	INTERNAL USER
ALLAN D	MAR 10, 2001 16:56	ASSIGNED TASK: CLASSIFY TO JAN ZIFF	INTERNAL USER
ALLAND	MAR 10, 2001 16:56	ASSIGNED TASK: PUBLIC CONTACT TO JAN ZIFF	INTERNAL USER
ALLAND	MAR 10, 2001 16:56	CREATED STORY OBJECT AND WORKFLOW FOR THE FOLLOWING STORY TYPES: STORY 400	INTERNAL USER
	MAR 10, 2001 16:56	REMOVED CURSOR NAME: RATED LEAD STATE: PROGRESS ASSOCIATED TYPE: NONE SPECIFIED USER: JAN ZIFF	SYSTEM
	MAR 10, 2001 16:56	REMOVED CURSOR NAME: INTERVIEW STATE: WAITING ASSOCIATED TYPE: NONE SPECIFIED USER: JAN ZIFF	SYSTEM
	MAR 10, 2001 16:56	ADDED CURSOR NAME: STORY STATE: WAITING ASSOCIATED TYPE: STORY 400 USER: JAN ZIFF	SYSTEM
	MAR 10, 2001 16:56	REMOVED CURSOR NAME: RATED LEAD STATE: PROGRESS ASSOCIATED TYPE: NONE SPECIFIED USER: JAN ZIFF	SYSTEM
	MAR 10, 2001 16:56	REMOVED CURSOR NAME: INTERVIEW STATE: WAITING ASSOCIATED TYPE: NONE SPECIFIED USER: JAN ZIFF	SYSTEM
ALLAND	MAR 10, 2001 16:20	CREATED WORKFLOW FOR THE FOLLOWING TASKS: INTERVIEW PREP INTERVIEW REVIEW	INTERNAL USER
ALLAND	MAR 10, 2001 16:20	ASSIGNED TASK: INTERVIEW REVIEW TO JAN ZIFF	INTERNAL USER
ALLAND	MAR 10, 2001 16:20	ASSIGNED TASK: INTERVIEW PREP TO JAN ZIFF	INTERNAL USER
	MAR 10, 2001 16:20	ADDED CURSOR NAME: INTERVIEW STATE: WAITING ASSOCIATED TYPE: NONE SPECIFIED USER: JAN ZIFF	SYSTEM
	MAR 10, 2001 16:17	REMOVED CURSOR NAME: LEAD STATE: WAITING ASSOCIATED TYPE: NONE SPECIFIED USER: JAN ZIFF	SYSTEM
	MAR 10, 2001 16:17	ADD CURSOR NAME: RATED LEAD STATE: PROGRESS ASSOCIATED TYPE: NONE SPECIFIED USER: JAN ZIFF	SYSTEM

FIG. 27A

Back Forward Stop Refresh Home AutoFill Print Mail

Address: http://bluejay.cybercasters.com/cgi-bin/WebObjects/CyberWriter.woa/6/wa/LZ5kMwW9mhYK2mGJ7Ww1anFFxC/5.4

ACTION CENTER

+

—

Source

larger

Smaller

>>

e

Action Center

PERSON: IANF

DATE: FIXED TIMES
MAR 23
2001

NOTE TO APPEAR WITH:

442

444

STAGES

DELETED

PROGRESS

08 FEB 2001

446

> CANCEL > SAVE

446

446

LEAD

PROGRESS

COMMENT

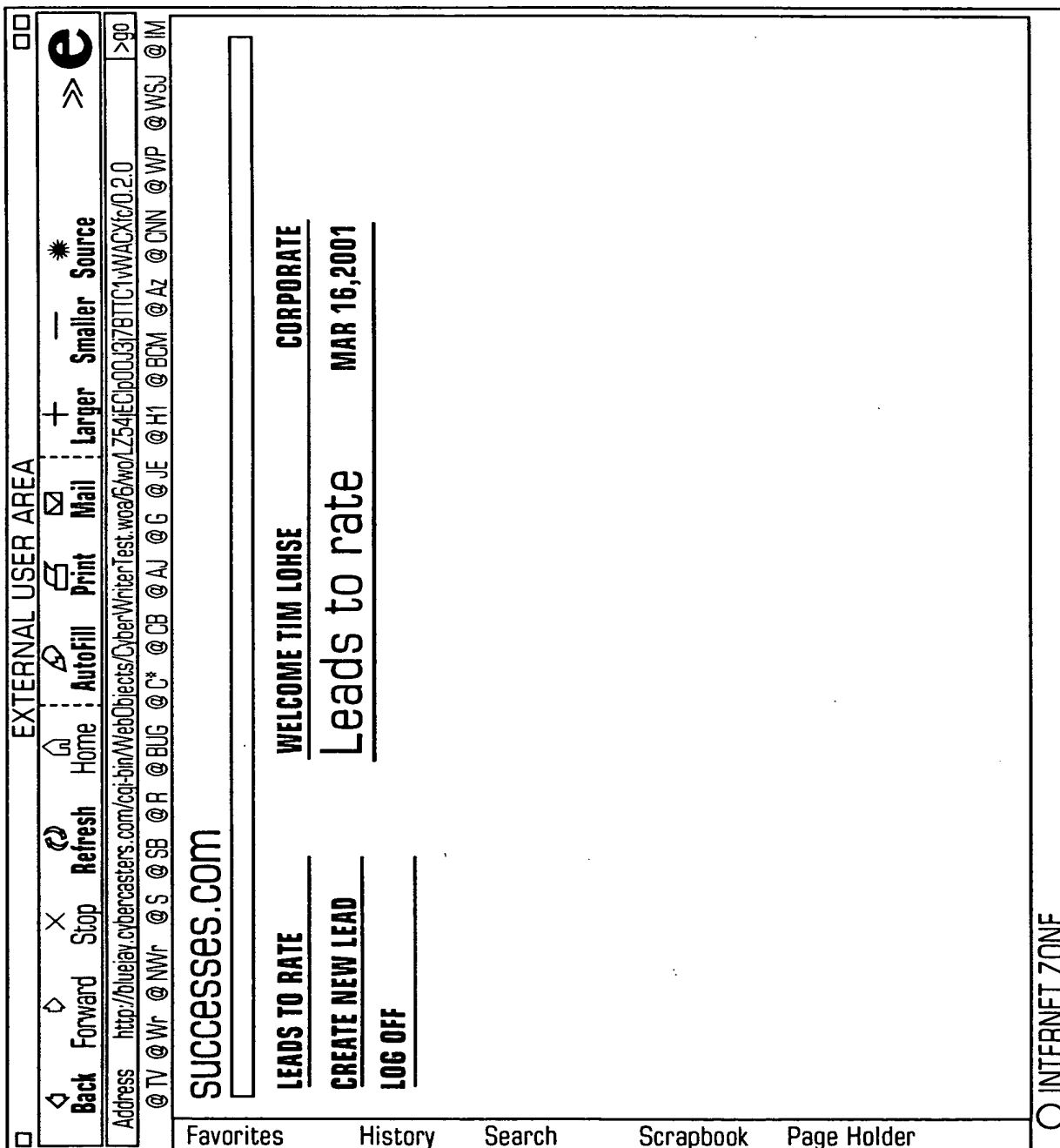
IANF

N/A

> SET

INTERNET ZONE

FIG. 27B



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FIG. 28A

EXTERNAL USER AREA

successes.com

LEADS TO RATE

CREATE NEW LEAD

LOG OFF

Corporate

Mar 16, 2001

Create a Lead

FIRST NAME

LAST NAME

COMPANY NAME

URL

TELEPHONE

EMAIL ADDRESS

WHY IS THIS A GOOD STORY? HOW DOES IT ILLUSTRATE
SUCCESS FOR YOU/YOUR PRODUCT? WHAT ARE THE BENE-
FITS TO YOUR COMPANY?

ARE THERE ANY SPECIAL ISSUES WE SHOULD RAISE IN THE
INTERVIEW?

> SUBMIT

INTERNET ZONE

Favorites History Search Scrapbook Page Holder

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FIG. 28B

EXTERNAL USER AREA	
Back Forward Stop Refresh Home Autofill Print Mail Larger Smaller Source	e >>
Address http://bluewin.ch/cybercasters.com/cgi-bin/WebObjects/CyberWriterTest.woc/Gw/LZ5vZJhNwwdP2HidvQA2XoS1FRK/1.0.4.0.0.4	
@TV @Wr @NW @S @SB @R @BUG @C* @CB @AJ @G @JE @H1 @BCM @AZ @CNN @WP @WSJ @IM	< go

successes.com

LEADS TO RATE

CREATE NEW LEAD

LOG OFF

CORPORATE

Create a Lead Mar 23, 2001

FIRST NAME	LAST NAME
FED	FLINTSTONE
COMPANY NAME	URL
BEDROCK PLC	WWW.BEDROCKPL
TELEPHONE	EMAIL ADDRESS
800-BEDROCK	DROCKPLC.COM

WHY IS THIS A GOOD STORY? HOW DOES IT ILLUSTRATE SUCCESS FOR YOU/YOUR PRODUCT? WHAT ARE THE BENEFITS TO YOUR COMPANY? GREAT STORY -- LOTS OF ACTION.

EXTERNAL USER AREA										
Back	Forward	Stop	Refresh	Home	AutoFill	Print	Mail	Larger	Smaller	Source
Address http://bluejay.cybercasters.com/cgi-bin/WebObjects/CyberWriterTest.wca/6wo/LZ5yZUhnNwydP2Hjv3A2XoS1fRK/2.0.7.0										
@TV @Mr	@S @SB @R @BUG @C*	@CB @AJ @G @JE @H1 @BCM @Az	@CNN @WP @WSJ @IM @LD	>go						
successes.com										
LEADS TO RATE			WELCOME TIM LOHSE			CORPORATE				
CREATE NEW LEAD			Leads to rate			Mar 23, 2001				
LOG OFF			CORPORATE			BEDROCK PLC		2001/03/23		
			CLIENT			FED FLINTSTONE				

EXTERNAL USER AREA

successes.com

LEADS TO RATE

CREATE NEW LEAD

LOG OFF

Rate lead

CORPORATE

Mar 23, 2001

TIM

CORPORATE

BEDROCK PLC

FED FLINTSTONE

TEL: 800-BEDROCK

EMAIL: FRED@BEDROCKPLC.COM

WEB: WWW.BEDROCKPLC.COM

Q

WHY IS THIS A GOOD STORY? HOW DOES IT ILLUSTRATE SUCCESS FOR YOU/YOUR PRODUCT? WHAT ARE THE BENEFITS TO YOUR COMPANY?

A

GREAT STORY -- LOTS OF ACTION.

Q

ARE THERE ANY SPECIAL ISSUES WE SHOULD RAISE IN THE INTERVIEW?

A

TALK TO BARNEY AND WILMA. THEY'LL HAVE LOTS TO ADD.

PROCEED

COMMENTS OR ADDITIONAL POINTS TO RAISE

KILL

INTERNET ZONE

Favorites

History

Search

Scrapbook

Page Holder

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FIG. 28E

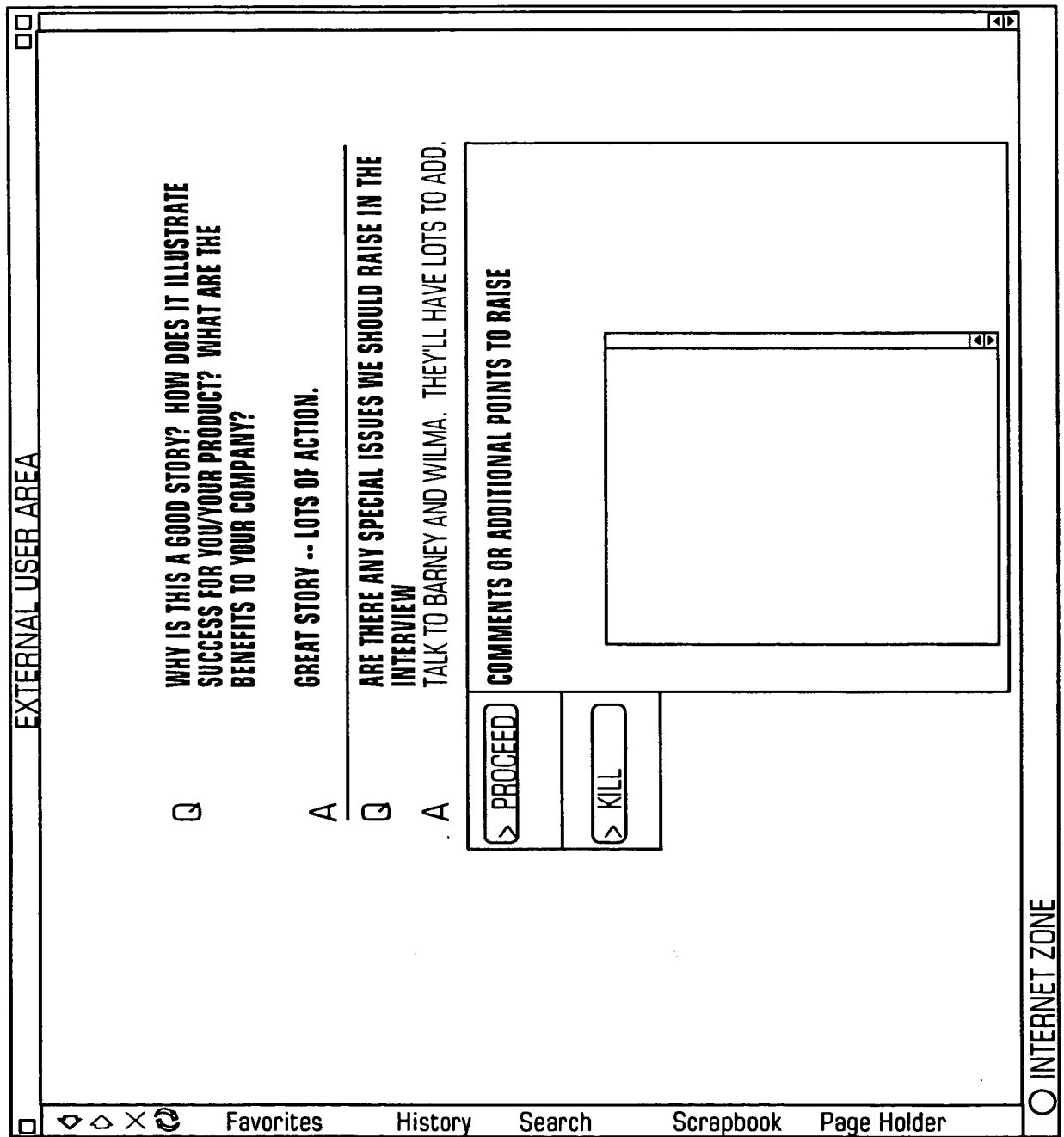


FIG. 28F

EXTERNAL USER AREA

successes.com

LEADS TO RATE

CREATE NEW LEAD

LOG OFF

CORPORATE

Create a Lead

Mar 23, 2001

FIRST NAME

MIKE

LAST NAME

SMITH

COMPANY NAME

SMITH CO

URL

WWW.SMITHCO

TELEPHONE

800-555-1212

EMAIL ADDRESS

SMITHCO.COM

WHY IS THIS A GOOD STORY? HOW DOES IT ILLUSTRATE SUCCESS FOR YOU/YOUR PRODUCT? WHAT ARE THE BENEFITS TO YOUR COMPANY?

GOOD STORY

ARE THERE ANY SPECIAL ISSUES WE SHOULD RAISE IN THE INTERVIEW?

EVEN BETTER STORY

> SUBMIT

INTERNET ZONE

Favorites

History

Search

Scrapbook

Page Holder

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FIG. 28G

